◆ VICTORIA UNIVERSITY

VICTORIA UNIVERSITY LIBRARY 2021 ANNUAL REPORT

ATTENTION

DUE TO COVID RESTRICTIONS, PLEASE DO NOT TOUCH THE BOOKS

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SERVICE DESK AND LIBRARY

TERRAIN

LIBRARY PLAN

VU Library principles and alignment with the VU strategic plan 2022-2028

The purpose of this plan is to address the key strategic drivers outlined in the Vice Chancellor's new strategy, in particular who we, as VU Library, need to work with and what measures we need in order to contribute to the strategy.

VU Library is a digital library service. During 2020 and 2021 and under successive COVID-19 lockdowns, it provided the digital infrastructure that enabled VU students and academics to study and work from home in digitally supported, remote mode. At the same time, the provision of informal learning spaces continues to be a regulatory requirement and VU Library continues to provide safe and managed social learning spaces via its campus libraries. How it positions these spaces going forward and applies the learnings from COVID-19 will be a key challenge in the next couple of years particularly in the context of constrained budgets and staffing.

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, all sectors and levels of study, onshore and offshore.

While continuing to provide the underlying enabling services to the VU community, it is the Library's intent to contribute to the new strategy by:

- Continuing to provide bespoke collections, services and access that underpin *Doing Dual Differently* and support tailored digital learning to enable students to start well and finish brilliantly.

- Strengthening its internal and external strategic collaborations, including with CAUL, and partnerships to contribute to *Partnering with Principle*.

- Enhancing research capability via the provision of workshops and developing its staff capability and capacity to support research in order to facilitate *Maximising Research Impact*.

- Extending the reach of its services by amplifying its students-as-staff in improving services, and engaging with purpose with Colleges, VU Research and other areas of VU to ensure inclusive fit-for-purpose services and sustainable practices that support *Protecting Country*.

- Enabling a dynamic Library workforce to continue to provide a student-centric digital Library and a central hub on campus for a *Thriving Place to Study and Work*.

More than ever, VU Library will apply its agility and expertise while providing value to the University as it moves through its new strategic plan.

IN PERSPECTIVE

Frances O'Neil AALIA
*Associate University
Librarian, Education
and Research Services*

The year 2021 saw another year largely in lockdown for Melbourne's communities and higher education institutions. Most students conducted their studies in online remote mode, and most staff worked from home. While VU Library continued to provide a digital library and essential physical services including document delivery for researchers and postal loans from the print collection to students and staff, access to its campus libraries spaces was limited from May through to November. Reactivation of campus libraries spaces finally commenced at the end of November.

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

Under lockdown the University was busy as the new Vice-Chancellor led the development of a new strategy using the Crowdicity platform (The Workshop) to source broad staff input to the plan. Subsequently the Library reviewed its forward planning, primarily focusing on the development of a new annual plan aligned with the new university strategy.

Following the significant number of staff departures at the end of 2020, the year was also a period of consolidation of the new structure and new leadership groups. As well, Adrian and Frances assumed steerage of the Library OHS Consultative Committee with a renewed and larger membership.

LapSafe, the laptop charging and self-loan equipment to store and issue up to 60 laptops, was ordered in March and delivered in October but not installed before the end of the year because of COVID travel restrictions.

Occupation of the new City vertical campus drew closer in the second half of the year when move-readiness preparations began. When it opens, it will replace the City Flinders and City King campus locations and campus libraries, and the collections will be merged.

SERVICES UNDER COVID-19

DOCUMENT SUPPLY

The Document Supply Service was a key aspect of service provision throughout the year but particularly valuable during the various lockdowns in the second half of 2021. Demand for the service peaked during Semester 1 Block 2 and Semester 2 Block 4 with lower but constant use through the middle of the year.

Document Supply staff worked onsite to fulfil requests from the VU collection for academics who were unable to access the physical library spaces during lockdown, with resources being sent via Express Post to requestors' home addresses. This additional layer of service was greatly appreciated by library users.

Interlibrary Loan Statistics 2021
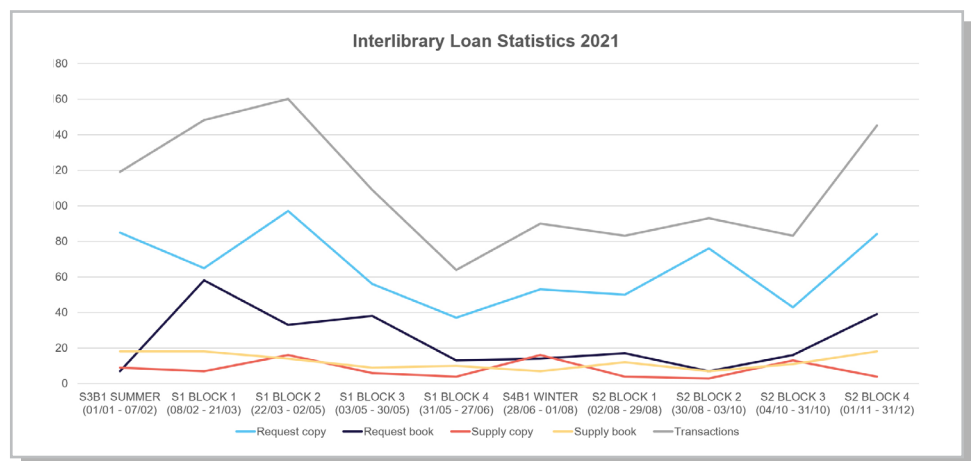
LIBCHAT:
MAIN CONTACT POINT

LibChat remained our primary point of contact during 2021, as lockdowns continued to change the shape of library service provision in a COVID world. Our busiest months were March and August, corresponding to the start of semesters 1 and 2. While in previous years we had seen a peak at the start of the week (then a quietening on Thursday and Friday), during 2021 usage of LibChat remained reasonably static across the entire week, with most enquiries coming in during the lunch period, 12pm–2pm.

Continuing from the trends observed in 2020, most enquiries related to finding and accessing electronic resources, namely journal articles and e-books. However, a small number of queries relating to finding or accessing physical books were also received – we were delighted to be able to facilitate these requests through a continuing Document Supply Service throughout lockdowns.

LibChat users largely connected to our service from the Library Catalogue, meaning that – in many cases – they had already tried to search for an item before contacting us. While most enquiries also came through from Windows PCs and Macs, we did also have a small but growing group of LibChat users connecting to us via mobile device (predominately iPhone and Android). Mobile devices represent new challenges for our LibChat service in ensuring that the chat screen displays correctly. We will continue to monitor this to ensure that our library users can connect with us whereever, however, they need to.

Of course, the most important marker of success for our service is in our user feedback. While there are too many positive comments to note them all, broadly: library users appreciated the patience, knowledge, and assistance of our staff and the timely service provided. This is indicated in the following randomised comments: "VU Librarians are awesome", "Greg was very patient, attentive and supportive. Provided guided step by step instructions and remained online whilst actions were successful. Offered services that i didnt know existed, saved me time and energy, and tolerated my crappy spelling. Very happy with this service.", and "Very professional, and very helpful".

Wonderful work from our LibChat team!

WORKSHOPS, DROP-INS & MORE

Library orientation

In February 2021, Library staff conducted 'Get to know VU Library', the library orientation via Zoom for first-year students. Student attendance was good, with 76 students attending the first session and 71 students attending the second session. The online presentation provided a virtual overview of VU Library website, as well as COVID-safe requirements for students coming on campus such as logging into the VU WiFi network and the QR code check-in system for visitors.

Get to know VU Library

Date:15.02.21

VICTORIA UNIVERSITY

Virtual work placement

Bec Muir, Manager Libraries West and Sally Hand, Campus Services Librarian, with help by Bruce Stubbs, delivered a three-week virtual work placement at St Albans Library.

Ten VU Polytechnic students enrolled in Certificate I in Work Education completed the virtual work placement, organised by their teacher Norman Dinsdale. The Certificate is a one-year pathway course for young people with special learning needs. Through classroom learning and supported practical placement, they learn basic numeracy and literacy, use of everyday technology, personal management, teamwork and communication to be successful in the workforce or future study.
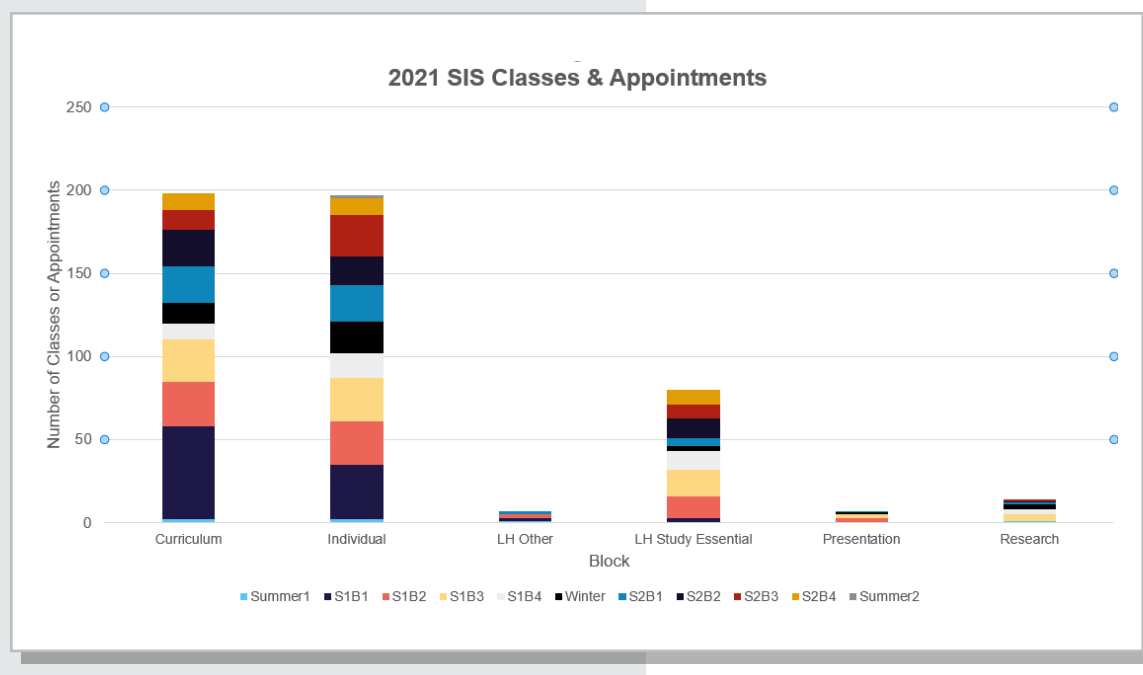
During their virtual work placement at the Library, the students completed an online induction about Occupational Health & Safety and library tasks – a PowerPoint presentation on how to borrow a book from the library and the creation of call number signs for library shelves. The placement was a positive experience for the students who developed literacy, numeracy, technology and communication skills.

Classes and appointments

Librarians from the Scholarly Information Services (SIS) team meet students and researchers to assist them with their learning through curriculum classes aligned to specific units of study, workshops aligned to coursework, specific resource presentations, and individual appointments. Statistics indicate that Blocks 1 and 2 in both semesters were busy times for the team.

Research & Referencing drop-ins are another option for students to meet with Librarians. Research & Referencing drop-ins are an informal daily opportunity for students to meet with Librarians online to talk through issues such as searching for specific or topic resources, referencing and bibliographic software, literature reviews, how to use electronic books.

2021 SIS Classes & Appointments

Y-axis: Number of Classes or Appointments (0, 50, 100, 150, 200, 250); X-axis: Block (Curriculum, Individual, LH Other, LH Study Essential, Presentation, Research). Legend: Summer1, S1B1, S1B2, S1B3, S1B4, Winter, S2B1, S2B2, S2B3, S2B4, Summer2
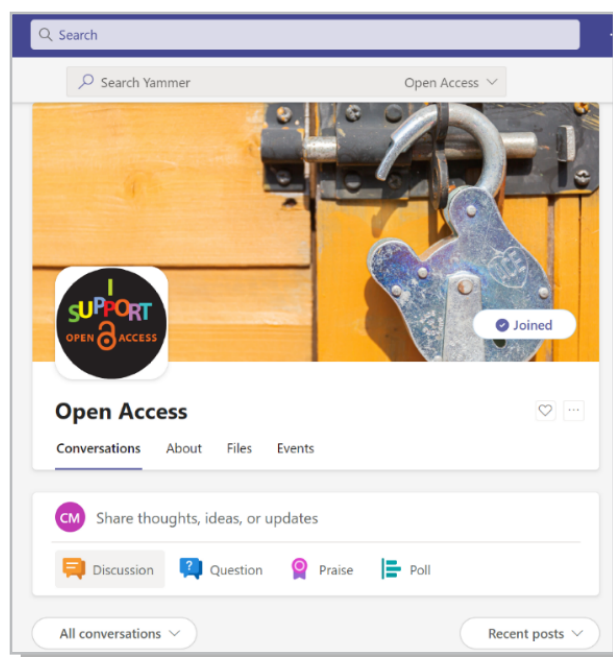
RESEARCH SERVICES

Open Access week 2021

Similarly to previous years, VU Library celebrated International Open Access (OA) Week for a month as part of our Open in October program. Presentations covering a range of OA topics were well attended, including interest from other universities. The presentation topics included:

- Open access publishing: How to increase citations, identify open access journals, and apply for VU funds available to support Article Processing Charges (APCs).

- Predatory publishing: How to identify predatory publishers and assess where to publish.

- Open licences for researchers: How to secure your author rights, re-publish your own work and navigate contracts/licences.

- A no-cost way to make your publications open access: How to earn a bonus for open access publications as part of the MORA procedure, how to make your publications open access by using the VU Research Repository.

- Open data: How to set up a data management plan, share your data, find open data and cite data.

- FAIR principles: Understand how FAIR (Findable, Accessible, Interoperable, and Reusable) principles can be applied to research data.

- Open licencing for teaching: Understand what is covered by copyright and what is open access material, in relation to text, images, video and web content.

- Open educational resources for teaching: Discover the range of open educational resources (free to copy, use, adapt and re-share): courses and online learning, images, music and audio, simulations, textbooks and videos.

The events aimed to increase the conversation around Open Access through the VU Open Access Yammer Channel and resulted in 857 Yammer views for October.

Thanks to the following staff who participated in planning, delivering, and communicating the message of Open Access: Julie Gardner, Cameron Barrie, Cindy Mohammad, Ingrid Unger, Jennifer Murphy, Jessica Cork, Liz Latham and Meg Weller.

ORCID

While the implementation of ORCID (Open Researcher and Contributor ID) across the University commenced in 2017, through the sustained efforts of Cameron Barrie, Research Services Librarian, it reached a significant milestone in 2021 with 100% of Priority Fellowship recipients with an ORCID ID. VU Research's decision to make having an ORCID mandatory for Fellowship eligibility was one of the main drivers of the attainment. The next step is to reach 100% integration across all staff conducting research at VU.
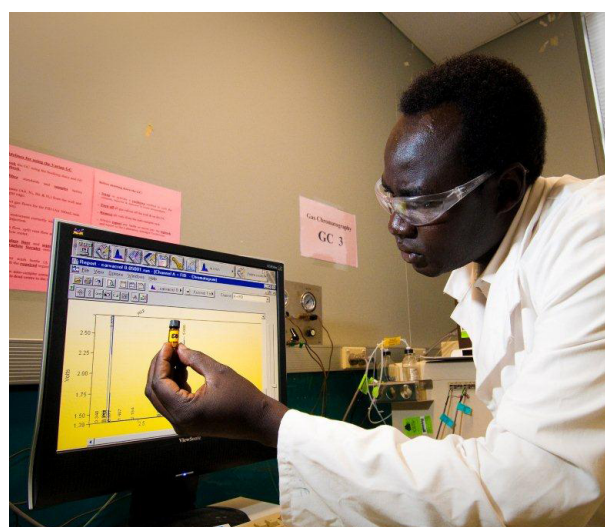
Research Ambassador program

The Research Ambassador Program (Higher Degree Research students providing peer-to-peer research support) has been operational from early January 2021 and finished up in December. This is a departure from how the program operated in the pre-COVID context where Research Ambassadors had an extended break over summer. It made sense to run the program this way when activity was taking place online. We employed three research students to work as Research Ambassadors during this time.

Due to impact of COVID, the Research Ambassadors only offered online appointments from March 2021. Higher Degree Research students could make an appointment via email with the most appropriate Research Ambassador at a suitable time. The pandemic has provided an opportunity to run Research Ambassador Program in a different way that recognises the needs of students undertaking candidature as they frequently have competing demands on their time outside of their studies.

Campus	2021	2020	2019
City Flinders	0	8	73
Footscray Park	0	8	44
Online	149	111	0
Total	**149**	**127**	**117**

Table 1 demonstrates that these changes haven't had a negative effect on consultation figures.

The majority of 1:1 consultations were with Higher Degree Research students (see Table 2 below). The usage of the service by PhD (Integrated) students was solid, accounting for over 20% of all consultations.

Type of client	1:1	%
PhD	70	46.98
PhD (Integrated)	29	19.46
DBA	18	12.08
Staff	15	10.07
Master of Applied Research	6	4.03
Employability & Success	4	2.68
Masters by Research	3	2.01
Undergraduate	3	2.01
Masters by Coursework	1	0.67
Total	**149**	

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 57% of the overall consultations, with the next closest being the College of Sport & Exercise Science with over 19%. In 2020 the College of Sport & Exercise Science was 12.6%. The increase in 2021 can be explained by a few follow-up consultations with the same students. Although we've moved to the Flagship model for research, it's still helpful to know what discipline (College) these students are from.

Figure 1 – 1:1 consultation by College

- Arts & Education
- Business
- Engineering & Science
- Health & Biomedicine
- Sport & Exercise Science
- Employability & Success
- Law & Justice

Figure 2 – 1:1 consultations by Flagship

- Institute for Sustainable Industries & Liveable Cities
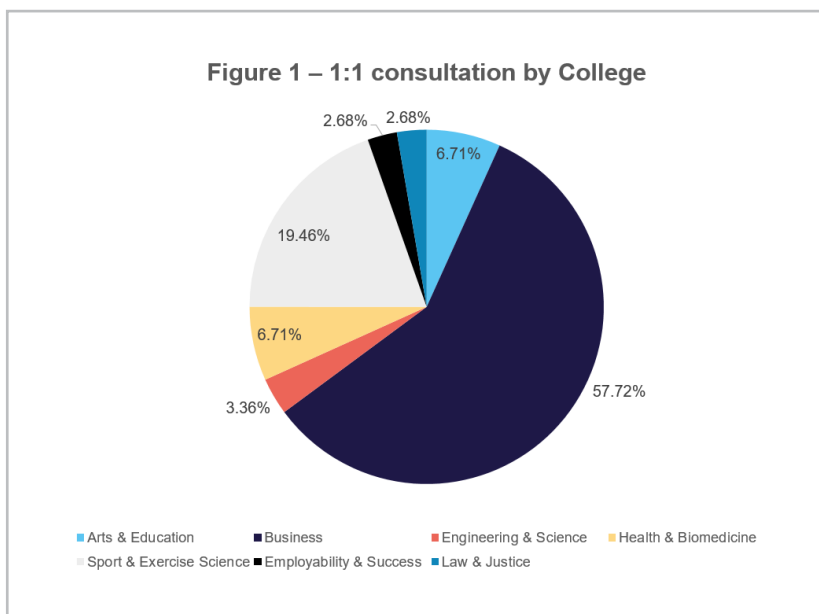- Institute for Health & Sport
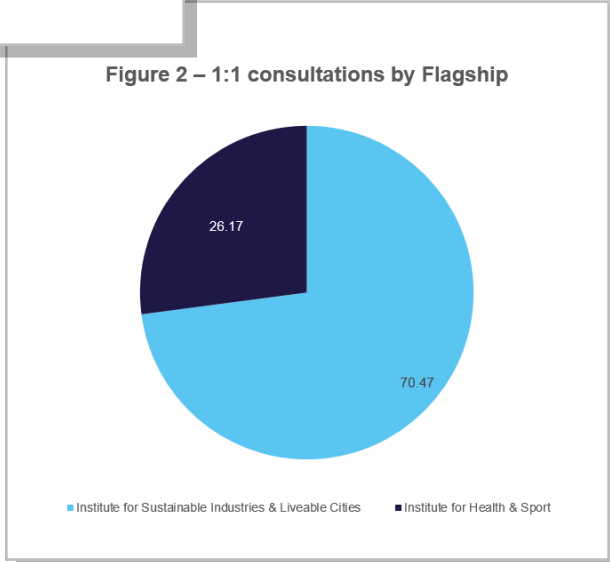
Figure 2 provides the breakdown of 1:1 consultations by Flagship. Research students from the Institute for Sustainable Industries and Liveable Cities (ISILC) are the biggest users of the Research Ambassador Service.

LEARNING & TEACHING

Transnational Education online program

VU Library liaises with the Transnational Education (TNE) office and teaching staff to ensure that programs and resources are delivered to our students and staff in China (Central University of Finance and Economics (CUFE), Henan University and Liaoning University), Malaysia (Sunway College), and Sri Lanka (National School of Business Management (NSBM)). In 2021, the Library has delivered training sessions in Academic Integrity, Research Services, Library Information, EndNote and Referencing for TNE partner staff. A self-help page has been developed within a Library Guide for the EndNote online program via short streaming videos.

We purchase online resources for required and recommended reading lists for units offered within degrees and the VU Library has databases which contain thousands of e-books, journals, newspapers, magazines, and streaming videos that cover an enormous range of discipline areas worldwide.

The Library also liaises with Librarians offshore and has group and individual zoom sessions for researchers and research students in library information research for both onshore and offshore cohorts. A Librarian is also involved in welcoming VU Melbourne students to campus (library presentation and VU International picnic in the park) and they communicate with their partners in Sydney to provide resources and classes.

VU Curriculum design

The redesign of undergraduate and postgraduate teaching has continued through most discipline areas at Victoria University.

Librarians continued to be involved in the Design & Delivery meetings working with academics and learning designers to transform student unit content. Student-centred activities and readings provide opportunity to engage students with unit content. The year 2021 was one of predominantly online delivery and Librarians were called upon

to provide online equivalent resources for some existing print material which could not be accessed on campus by students. Librarians continued to look for ways to engage students through the Learning Management System (VU Collaborate) and use interactive web authoring tools such as H5P to present content such as academic integrity, specific referencing styles, and how to find discipline specific resources in interesting and contemporary ways.

Support of VU Online has been extended through 2021 as additional course areas were added to the suite of VU Online courses. Librarians sourced material and worked with the VU Online learning design team to add readings and resources to student spaces in the Learning Management System.
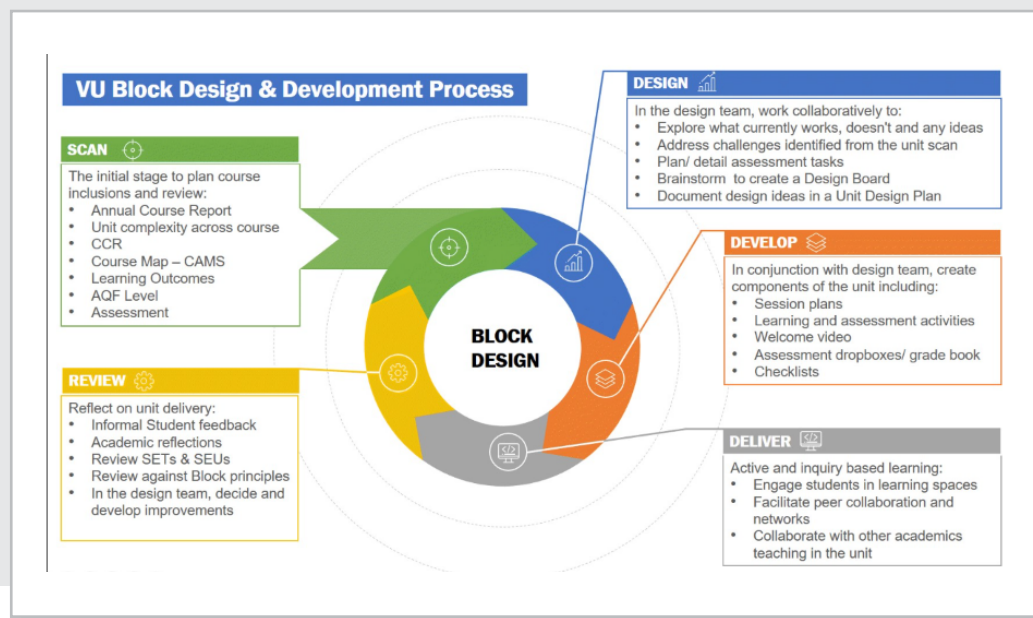
PUBLISHING SUPPORT

2021 marked 10 years since the first issue of the *Victoria University Law and Justice Journal* (VULJ), and the latest issue was published in January 2021. VULJ is the product of long-term collaboration between the College of Law and Justice and the Library. The journal is open access, and can also be found on Austlii, AGIS and Hein Online – the later greatly enhancing the journal's global discoverability.

The Library plays a key role in the life of the journal. Law Library staff are part of the journal's editorial team and participate in all aspects of the editorial work including assessing author submissions, facilitating blind peer review, reference and source checking and liaising with databases that host the journal. Library Digital Services staff provide support for the Online Journal Systems (OJS) platform used to manage the various stages from author submission through to publication.

Over the past decade, the journal has provided opportunities for students to gain useful skills and experience. Law students have acted as editors and design students have competed to create the cover image as part of their studies.

RESOURCES & COLLECTIONS

LIBRARY GUIDES AND VU EASYREF

The library maintains Library Guides which support teaching and research at Victoria University. The student Course guides provide support through highlighting relevant resources and strategies to use for navigating the library online collection as well as studying with academic integrity. In 2021, the library published a Master of Sport Business library guide providing students with a list of top-ranked journals, relevant databases, books, grey literature, open access resources, and literature review resources.

Researcher guides provide specialist advice such as literature reviews, using referencing software EndNote and free online referencing system Mendeley, and creating researcher profiles (ORCID). Staff guides point to aspects of teaching practice including using open educational resources, copyright, and navigating e-books.

VU Referencing Style Guide Use 2020 vs 2021
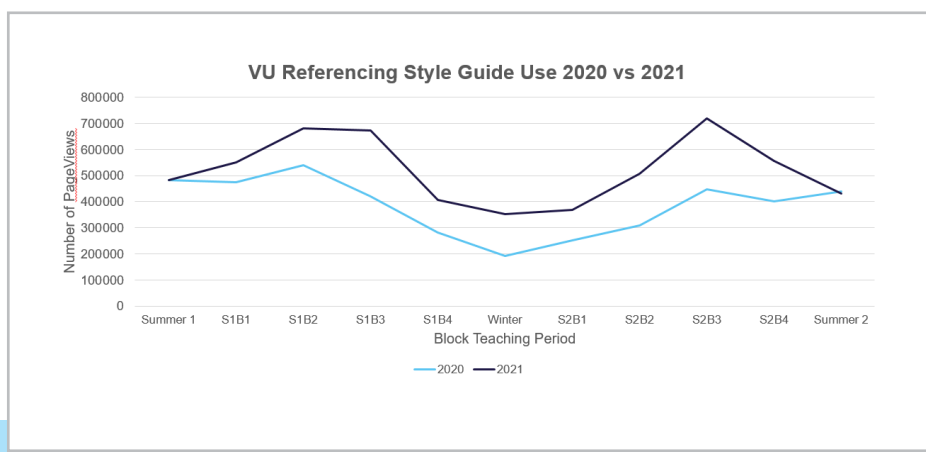
Referencing Guides

The Referencing guides were regularly updated with text and video content to support students in developing referencing skills. The use of the APA 7th, AGLC4, IEEE, Oxford, and VU Harvard referencing styles has continued to grow in the past years.

In 2021, the APA 7th referencing style was the most accessed style followed by VU Harvard which is also an author-date format of referencing.

2021 VU Referencing Guides Use
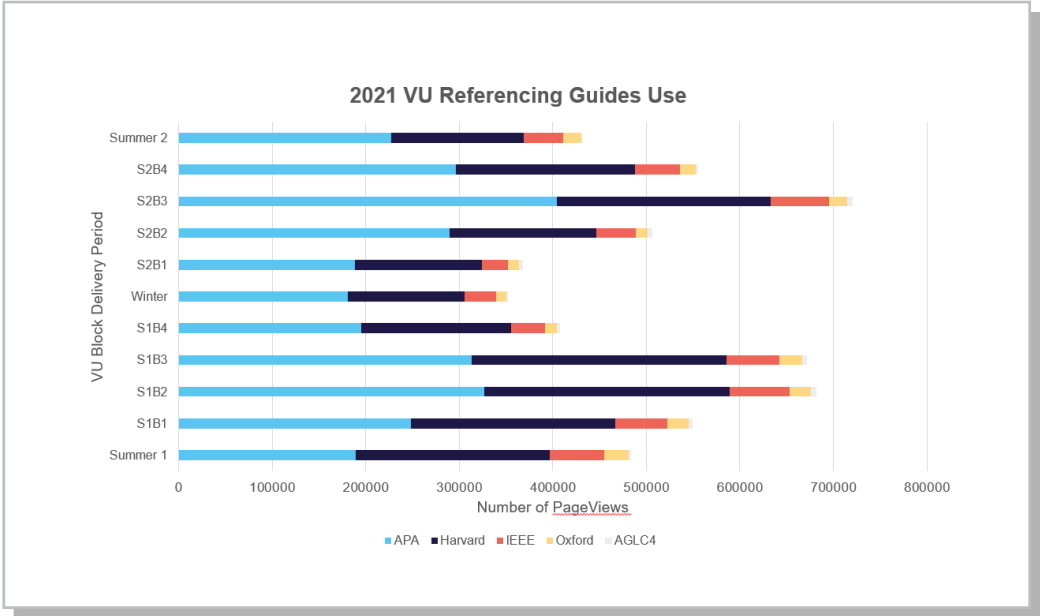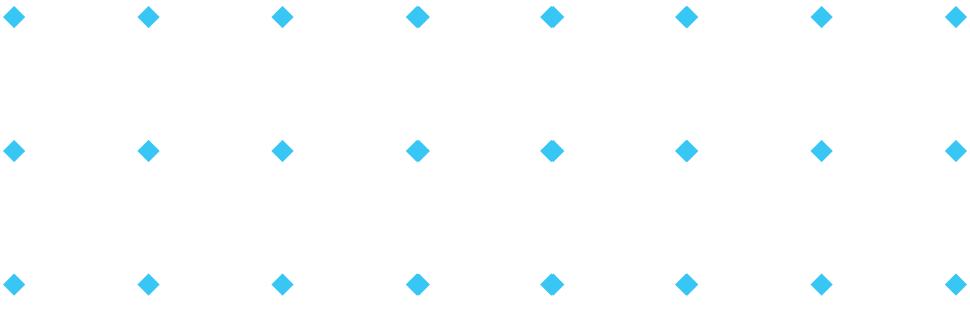
VU EasyRef

This online tool is easy-to-use and interactive with examples on how to reference using APA, AGLC4, IEEE, Oxford, and VU Harvard referencing styles. VU EasyRef, accessible via the Victoria University app, is designed for mobile phone use and compliments the suite of referencing library guides.
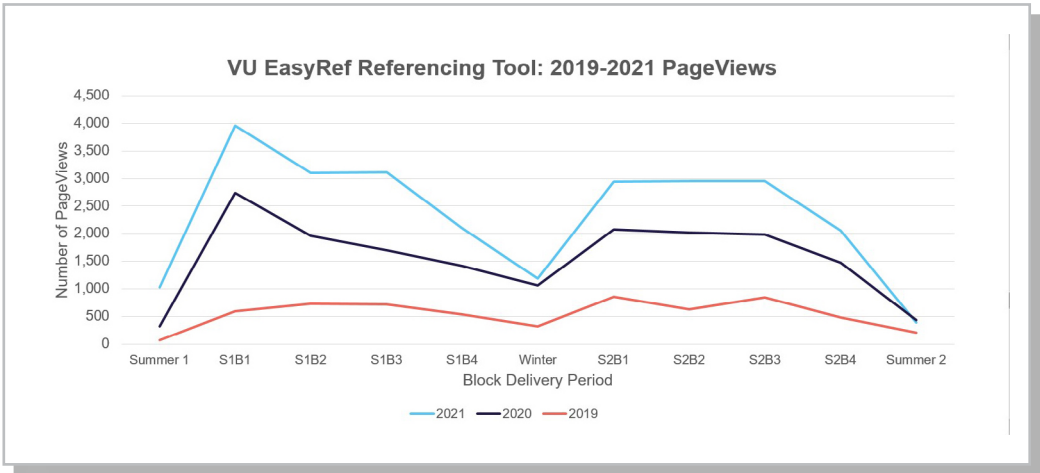
Special Library Guides

A special Library Guide was created to support learning, teaching and research and VU's focus on planetary health and the United Nations Sustainable Development Goals (SDGs). Library Guide SDGs and the VU Library illustrates how the Library is contributing to the goal of a more sustainable future by providing access to resources about education, climate change, planetary health, sustainable development and more.

To align with one of the core principles of Victoria University's Strategic Plan 2022-2028: "We commit ourselves to working for the health and sustainability of our planet", another Library Guide was published. Planetary Health resources at VU features an introduction by Jeannie Rea, Associate Professor and Course Chair, Graduate Certificate in Planetary Health, and library resources, open access content and learning and teaching resources about urbanisation, changing environments, health & wellbeing, changing land & food production, changing populations.

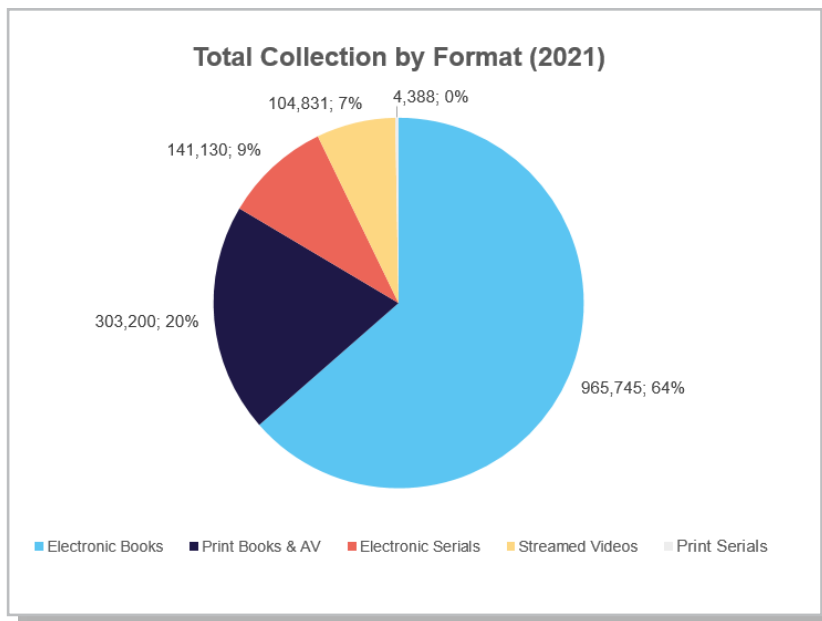The Library also published the LGBTIQ+ Library Guide to mark Wear It Purple Day and highlight the books, journals, magazines, databases, videos and movies available to the VU community to gain an understanding, provide support or undertake research about LGBTIQ+.

COPYRIGHT FOR TEACHING TRAINING MODULE

An online copyright for teaching module was developed to support academics and teaching staff when preparing their VU Collaborate units. This training module, available in VU Develop, looks at: Copyright law; What text, images and audiovisual resources can be used without permission and where further advice or permissions are required; How to put e-journal articles and e-books on VU Collaborate (PDFs can't be uploaded directly to VU Collaborate); How to use video clips, films, YouTube and music; and case studies about online questionnaire and podcast.

LIBRARY ELECTRONIC AND PRINT RESOURCES COLLECTION

Total Collection by Format (2021)

4,388; 0%
104,831; 7%
141,130; 9%
303,200; 20%
965,745; 64%

- Electronic Books
- Print Books & AV
- Electronic Serials
- Streamed Videos
- Print Serials

The Library's electronic and print collection of resources in 2021 is summarised in the graph representing the whole VU Library collection and is 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 80% of VU Library's titles are held in electronic format. VU has added huge numbers of electronic journal titles to its holdings via increased access to databases and electronic collections.

Verrills Collection [video]

Verrills Collection: Victoria University Library Special Collection

VERRILLS COLLECTION

Victoria University Library Special Collection

VICTORIA UNIVERSITY

Powered by Panopto

SPECIAL COLLECTIONS

While collections remained closed to researchers for much of 2021, the opportunity was taken to create several short videos promoting the range of individual Special Collections. These videos were placed on the Library website and the 'VU Special Collection-How to access and use' Library Guide. There is an Overview video and collection videos for the Ruth & Maurie Crow, Archives of the Union of Australian Women, Timor-Leste, Radical, Rationalist, The Special Collection (Rare & Valuable), PNG and the Pacific, and the Ray Verrills Collections.

There was opportunity in late 2021 to present an onsite exhibition at Footscray Park campus. The items displayed were selected from the material presented in the 2020 Online Exhibition.

PNG [Papua New Guinea] and the Pacific Collection

[cabinet near library service desk, Level 2, Footscray Park campus library]
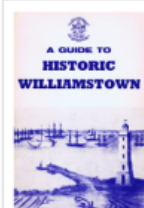
Themes:
- Language & Culture
- Regional History
- Social Structures
- Community & Economic Development
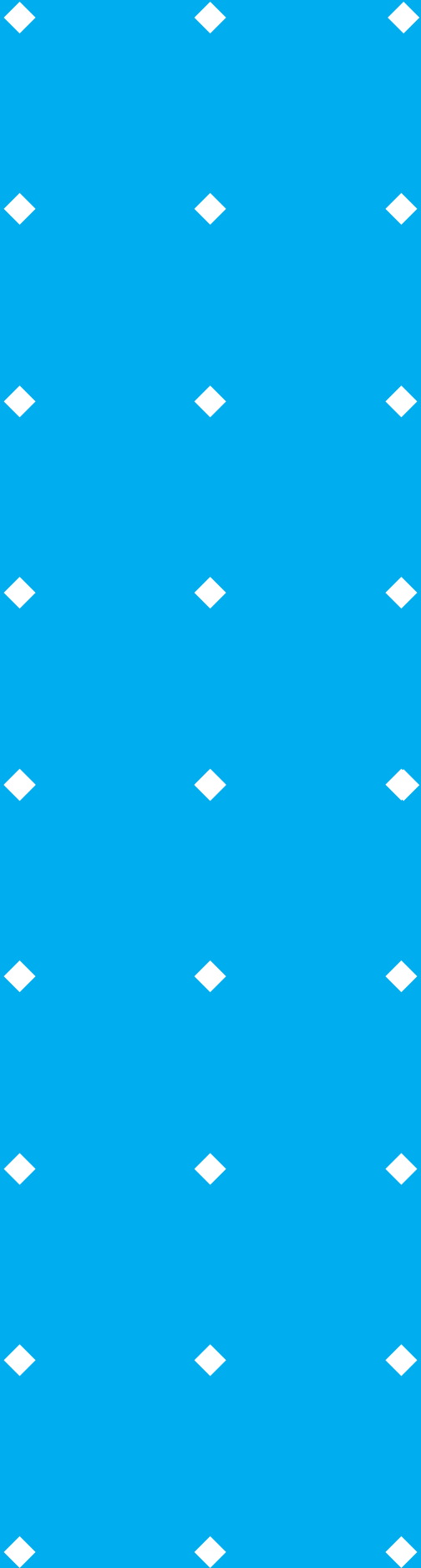- Physical Space and Place

The Special Collection

[cabinet in Learning Hub space, Level 2, Footscray Park campus library]

Themes:
- Australian Literature
- Western Suburbs History
- Transport
- History
- All things Australian

SYSTEMS & TECHNOLOGIES

SYSTEMS AND TECHNOLOGIES

Discovery Layer and university systems

A significant focus of 2021 – when resource delivery remained off campus for most of the year – was improving access and the user experience for the digital library content. A major effort was undertaken around enhancing the EBSCO EDS Discovery Layer with an attempt to improve coverage of content accompanied by limited index data as well as streamlining the search interface. At the end of the year a new interface was applied to EDS which helped to declutter the user experience. Other activities crucial for the effectiveness of the digital library included interfaces for library systems with the new university enterprise systems to replace the student management system and apply a single system for all university human resources.

Library website

A new sub-page was added to the library website: Library Supporting Equity and Social Justice. As well as providing themed access to VU resources to support learning and teaching, the sub-page highlighted the way VU Library and the library profession are involved in contemporary issues, and demonstrated library's engagement with the priorities of the University in these areas. Library Guides linked from the webpage are: *Black Lives Matter, Sustainable Development Goals and the VU Library, LGBTIQ+ Library Guide* and *Planetary Health resources at VU Library Guide.*

LibShare redesign

The aim of the redesign was to move the Library's Sharepoint from the 'classic' to the new 'modern' experience. The move also enabled a change to its structure. The 'classic' LibShare was based on a complex Business Classification Scheme that no longer suited the Library's needs. It consisted of a main site with subsites branching off and more subsites branching off those subsites. The 'modern' one consists of multiple site collections connected through a "hub site" and instead of having a layered structure with many levels of subsites, it is much flatter, making navigation more user-friendly. Also as part of the redesign its name was changed to InfoHub following suggestions from staff.

READ implementation

In mid-2021, VU Library introduced a new SpringShare RefAnalytics dataset. This dataset combined qualitative (thoughts and feelings) and quantitative (statistics and trends) questions to form a comprehensive story around the use, value, and role of library services amongst our academic community. This new dataset was introduced within our Library frontline team as the Professional and Organisational Knowledge Dataset (POKD).

As part of this new dataset, the RefAnalytics project team applied the READ (Reference Effort Assessment Data) Scale. Used by academic libraries in the United States, READ is a six-point scale (where 1 is the easiest; 6 the most complex) that captures the effort, skills, knowledge, techniques and tools utilised by Library staff to address questions.

Use of the READ Scale identified that:

- An average of 1 out of 3 enquiries handled by frontline Library staff require specialised, advanced searching skills including complex searching and keyword identification.
- Frontline staff combine professional and organisational knowledge to respond to patron enquiries.

The dataset revealed how frontline Library staff met informational gap areas, providing a two-tier information service within each enquiry. READ and POKD have helped VU Library to demonstrate not only how many interactions we have with our academic community, but how valuable our skillsets, professional understanding, and knowledge are to our community. Increasingly, qualitative data like READ, and trends and quantitative data such as POKD are each important parts of the statistics conversation.

Readings usage

eReserve Reading provides students access to online material in units for required and optional readings within the student learning management system Brightspace D2L, known as VU Collaborate at Victoria University.

The year 2021 saw improved functionality with 'Educator Insights' allowing teaching staff to see levels of student engagement with reading list resources in real time. The function provides a count of total student accesses to each reading on a reading list as well as individual student engagement. Overall engagement with the resources in eReserve Reading continued to grow as indicated in this representation.
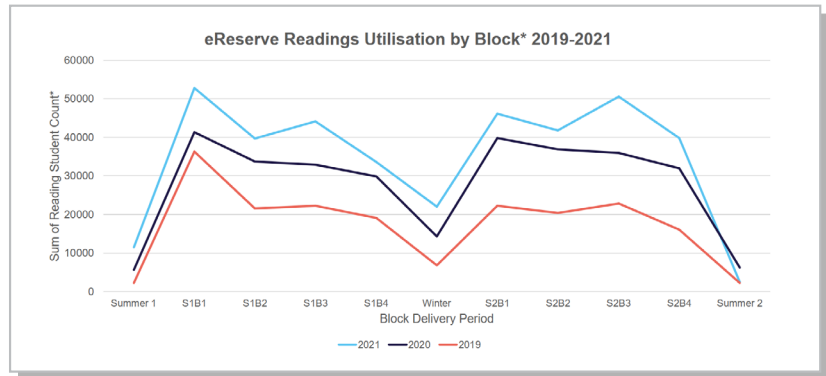
Reading Student Count - The number of times a reading has been uniquely downloaded (file-based readings) or accessed (link-based readings).
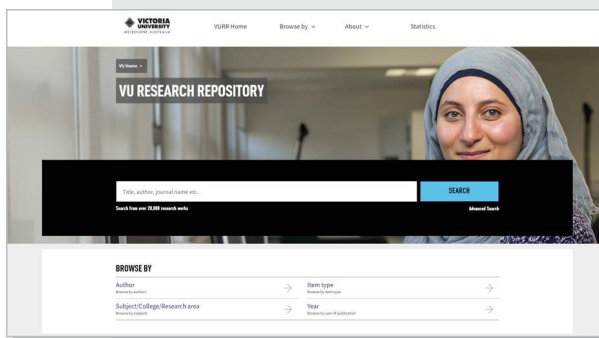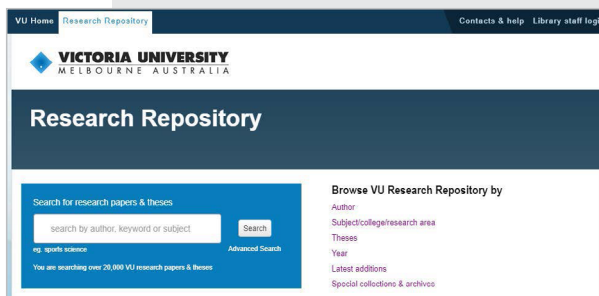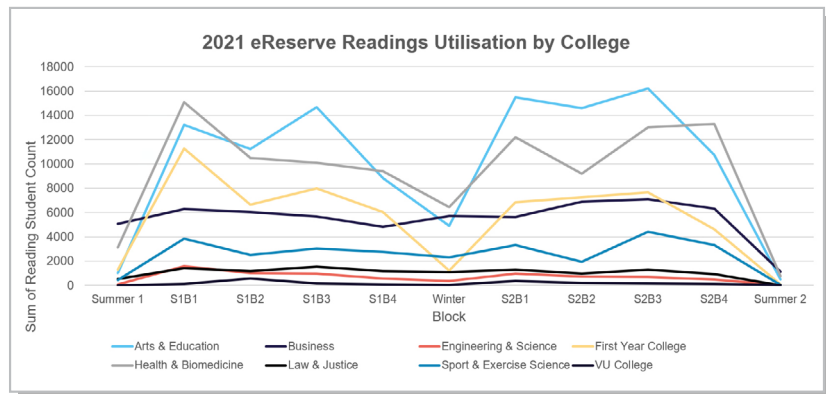
# Updating the VU Research Repository

Last updated eight years ago, the VU Research Repository was well overdue for a redesign. It needed a VU brand refresh and a modernised website design to improve usability and accessibility. In order to make these changes Web Services created the designs and then EPrints, the vendor and repository host, implemented the changes. Library and research staff were engaged to assist with a feedback process ensuring that nothing important was missed during the design process. The site can be accessed at www.vuir.vu.edu.au.

The VU Research Repository: before the redesign (top), and after (bottom)

SPACES & PEOPLE
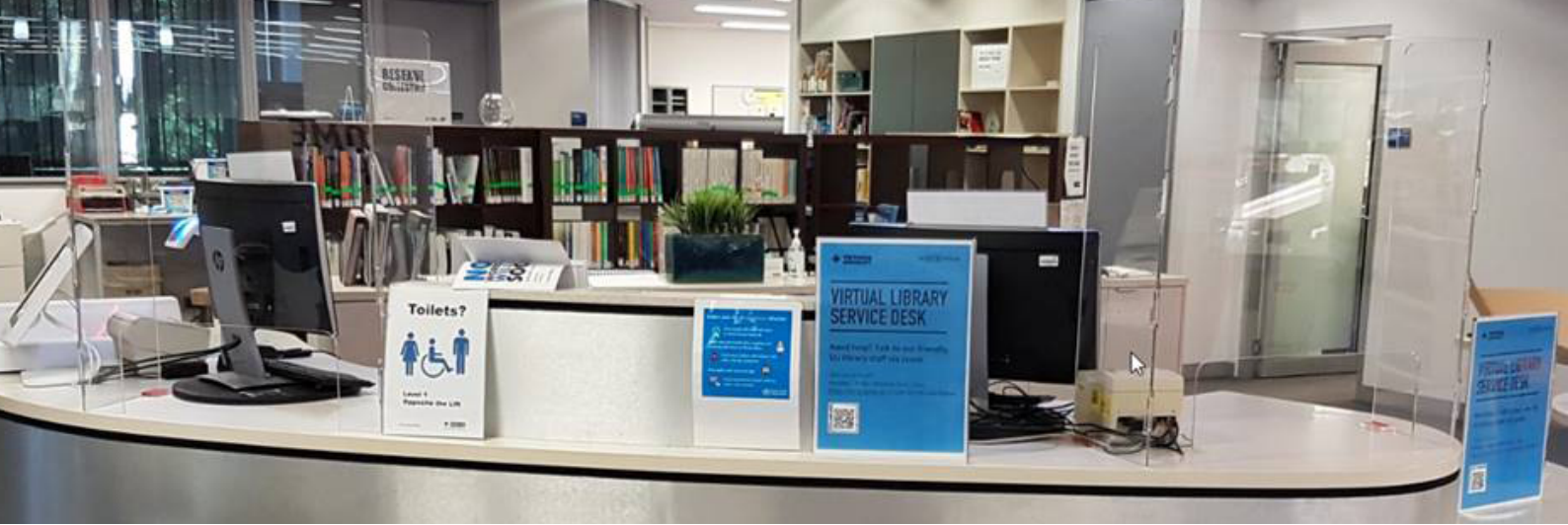
Clear screens were installed as a COVID-safe measure.

SPACES

Transitioning to on campus

The priority in transitioning to on campus was protecting the health and safety of all staff and students, as well as providing a new study environment in response to the pandemic and related health measures. This included newly-accepted norms of hygiene such as 'sneeze screens', physical distancing, and the wearing of face masks to prevent and minimise the spread of the virus. The Library also set up a seat-booking system to manage occupancy level, a check-in system for contact-tracing and a system for students to request print books in order to manage restricted access to the print collection. To ensure staff were prepared for working in this new environment, a training session was offered to all frontline Library staff on managing risk in the office, 'return to work' hygiene and an introduction to the VUSafe App.

The role of a concierge at the entrance was to assist with check-ins and directional queries.

The Library appeared different, with the collection taped.

The seat booking system was set up to manage occupancy level in the Library.

PEOPLE
Professional development

CROSS-INSTITUTIONAL MENTORING PROGRAM

VU Library supported two mentees and two mentors to the 2021 program. Mentoring for one VU staff member involved an RMIT Vietnam mentee, which made for some interesting parallels particularly when both Melbourne and Ho Chi Minh City were in lockdown at the same time!

CLIFTON STRENGTHS

A workshop based on the Clifton Strengths instrument was provided for campus libraries staff in December. The program aimed to identify each person's own top five strengths, as well as provide an awareness of each other's (team) strengths. The 34 strengths are categorised in four areas: strategic thinking (green), relationship building (blue), executing (purple) and influencing (orange) and the top strengths indicate which talents a team will use, and how they will use these talents, to achieve things.

HBDI

In May, Adrian and Frances arranged for a team development session for themselves and the new library leadership group: Jennifer Murphy, Cameron Barrie, Rachel Neumann, Bec Muir, Cindy Mohammad, Graham Massey, Julie Gardner, Barbara Gutthann and Ingrid Unger. The session made use of Ned Herrmann's Whole Brain Thinking Model (HBDI), a useful tool for a newly formed team. The way a team thinks, impacts the results it achieves. Self-awareness of one's preferences facilitates one to leverage and adopt different styles beyond those preferences. Unsurprisingly,

as a leadership team, most of the team demonstrated a preference for futures thinking (yellow), but importantly also included facts (blue), feelings (red) and forms (green) thinking, making for a well-rounded team!

DIGICHAT

In its second year, DigiChat transitioned into an introductory and in-depth digital skills training suite that aimed to empower library staff in their digital literacy and skills development. Centred around an idea of learning together, DigiChat (from 'Digital library chat') transformed frontline training and challenged staff to embrace new platforms and tools, and learn new ways of working in a hybrid age.

During 2021, DigiChat commenced with a review of the Microsoft Teams platform before transitioning through search skill-based sessions (Library Catalogue, Research Repository, and Google Scholar), an overview of Article Reach and Document Supply training, then into quality checking for Readings. During Phase II, sessions focused on the impact of individual staff and the ways that we can work together: from our impact on the planet, to an individual skills assessment, through to positive psychology and wellbeing. Our last DigiChat for 2021 introduced the Specialist Knowledge and You dataset, one of our new statistics platforms, the Professional and Organisational Knowledge Dataset (POKD). Thank you to all our presenters for 2021, and to our wonderful Scaffolding Team!
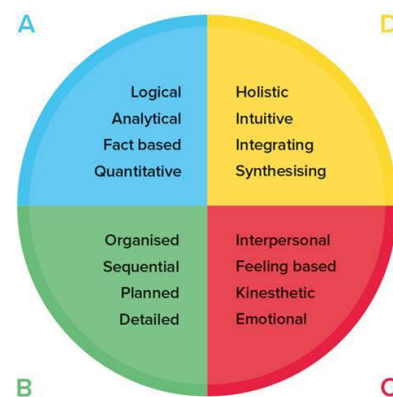
Awards and recognition

VU LIBRARY AWARDS

The recipients of the 2021 Library Awards were:

Service Award
Murray Greenway & Debra Hutchinson: For outstanding service and support to students and staff of the Victoria University College of Law & Justice.

Outstanding Achievement Award
Cameron Barrie: For outstanding and sustained support of VU research, particularly in the development of ORCID research profiles for all Research Fellows and Academics across the University.

Innovation Award
Bec Muir & Bruce Stubbs for the RefAnalytics Professional and Organisational Knowledge Dataset (POKD) Project.

Long Service Recognition
We also acknowledged and thanked the following staff who reached long service milestones:
20 Years – Hoa Dinh, Greg Neilsen, Iwona Janius
10 Years – Liz Latham

STAFF ARRIVALS AND DEPARTURES

Arrivals
Stephen Ingram, Library Officer
Liz Sims, Library Officer

Departure
Hazel Kearns-Rees, Digital Services Officer

Internal moves
Emeka Anele, Digital Services Officer
Peter O'Connell, Librarian
Angeera Sidaya, Information Resources Librarian
Phung Tran, Document Supply Librarian

PROFESSIONAL PRESENTATIONS AND PUBLICATIONS

Coe, M. & Muir, R. (2021) Curiosity is the spark for practitioner-researchers, *Incite*, 41(1): p16.

Coe, M. & Muir, R. (2021, January 28). *Curiosity is the spark: The road to practitioner-researcher* [Presentation]. INCITE in Conversation, Online.

Coe, M. & Muir, R. (2021, May 27-29). *The spark is curiosity: Becoming practitioner-researchers* [Conference session]. Indexing Unlimited: Canadian Indexing Society Conference, Canada.

Gallagher, A. (2021) How advancing digital learning resources can drive student engagement in higher education. *Education Technology Insights Magazine* · Apr 1, 2021, viewed 1 June 2022 <https://student-engagement. educationtechnologyinsights.com/cxoinsights/how-advancing-digital-learning-resources-can-drive-student-engagement-in-higher-education-nid-1408.html>

Muir, R. & Anele, E. (2021, February 1-3). *Learning new software through new software: Championing the power and paradox of online learning in a remote work environment* [Conference session]. CAVAL Championing the CAUL Digital Dexterity Framework, Online.

Muir, R., Qayyum, A., & Thompson, K.M. (2021). Jumping hurdles: 'Hurdle wording' and hiring for diversity and inclusion. *Incite*, 42(4): p.10-11.

Murphy, J (2021, September 27). Establishing the Timor-Leste Collection at VU Library [Conference presentation] VU-UNTL Higher Education adapting to the COVID era, Online

Weller, M. & Murphy, J (2021, August 26). *Digital Citizenship Study Essential* [Presentation] Digital Literacy Skills for Staff and Students, CSCN Community of Practice 2021, Online.
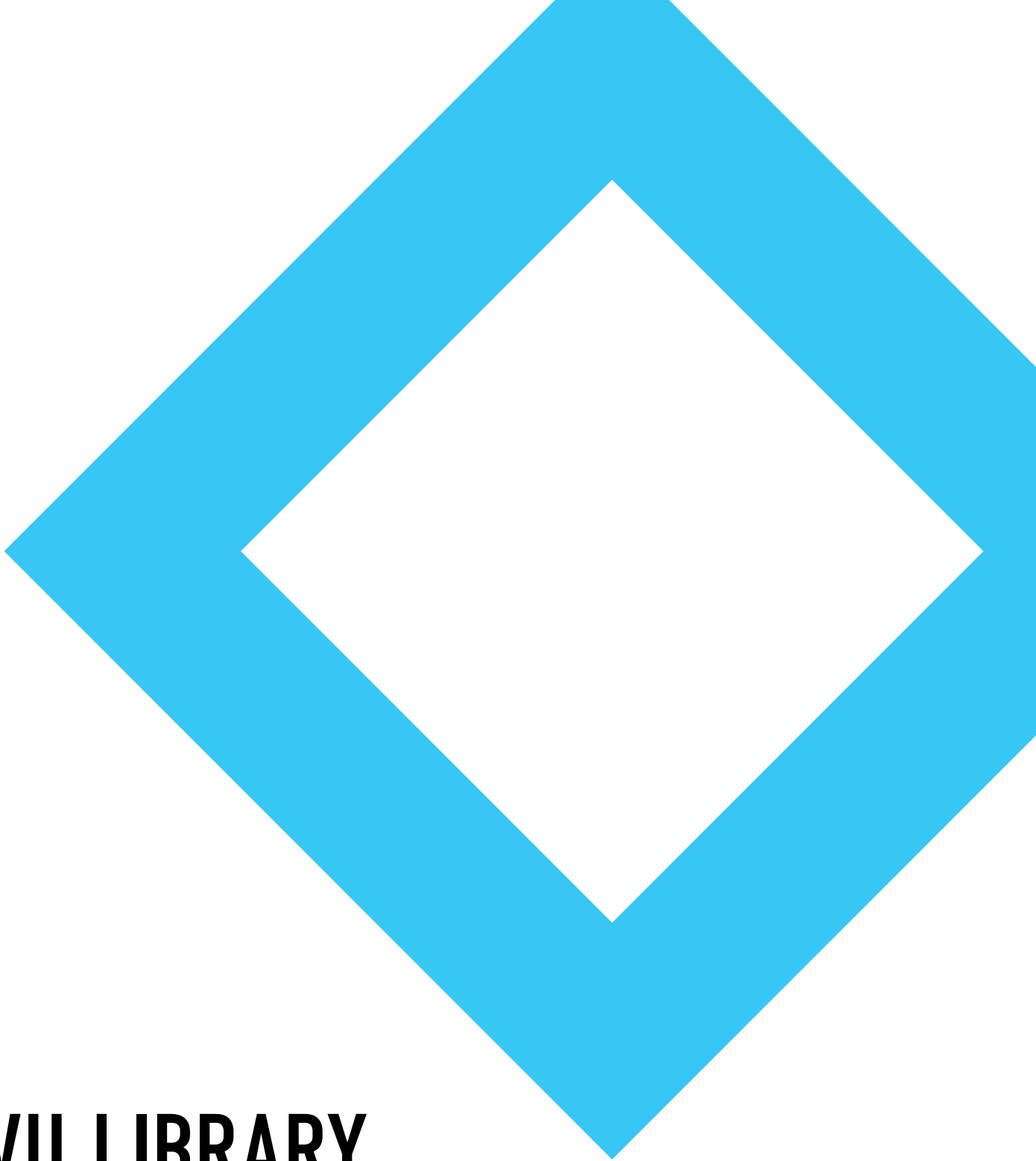
VU LIBRARY
IN NUMBERS

VU LIBRARY IN NUMBERS

TABLE ONE: FINANCIAL SUMMARY

Budget	2018	2019	2020	2021
Information resources (books, eBooks, back-sets)	$2,616,335	$2,703,515	$1,953,810	$2,463,410
Information resources (current journals)	$3,557,207	$3,591,903	$3,637,274	$3,497,151
Total Information resources expenditure	**$6,173,542**	**$6,295,418**	**$5,591,084**	**$5,960,561**
Copyright non-salary expenditure	$800,652	$684,510	$706,614	$718,505
Depreciation	$2,676,840	$2,787,397	$2,869,281	$2,963,289
Other non-salary expenditure	$837,443	$829,326	$1,283,488	$668,970
Total non-salary expenditure	**$7,811,637**	**$7,809,254**	**$7,581,186**	**$7,348,036**
Library salary expenditure	$7,388,168	$7,324,496	$7,001,710	$5,501,757
Copyright salary expenditure	$71,703	$75,081	$78,459	$72,183
Total salary expenditure	**$7,459,871**	**$7,399,577**	**$7,080,169**	**$5,573,940**
TOTAL	$15,271,508	$15,208,831	$14,661,355	$12,921,976

TABLE TWO: STATISTICAL SUMMARY

Facilities & Equipment	2018	2019	2020	2021
Libraries	7	7	7	7
Library visits	979,060	854,298	139,182	76,482
Seats/study spaces	2,694	2,694	2,694	2,538[4]
Library resources (collection) size				
Books, DVDs, CDs, Kits	353,174	323,537	311,305	303,200
eBooks[1]	840,556	1,520,085	1,569,985	965,745
Streamed videos	64,550	89,512	65,698	104,831
Print Journal titles	4,621	4,512	4,484	4,388
Electronic Journal titles	83,723	107,810	250,578	141,130
VU Research Repository full-text downloads	749,634	549,672	457,477	497,964
VU Research Repository open access full text	5,664	6,461	7,211	7,793
Resources Usage				
First time print loans (including non-students)	35,366	40,119	8,420	3,399
Total loans and renewals	137,058	139,182	30,859	58,637
Total eBook downloads[2]	2,656,362	4,187,984	1,900,395	1,470,006
Full-text journal downloads[3]	1,421,036	1,155,304	1,293,755	1,357,822
Library website visits	568,163	575,251	541,613	655,790
Resources Sharing				
Total items received	4,272	3,180	1,277	1,120
Total items supplied	5,132	2,733	695	475

CLIENT COMMUNICATION

TABLE THREE: CLIENT COMMUNICATION

Communication Services usage	2018	2019	2020	2021
Telephone enquiry service	1,296	1,362	1,225	519
Email enquiry service (LibAnswers)	377	375	540	266
Chat enquiry service (LibChat)	6,706	10,097	10,632	5,914

[1] eBook titles accessible, including free, purchased and subscriptions

[2] Total downloads of chapters or full books from subscribed and owned eBooks

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

[4] Reduction due primarily to smaller Library space at Sunshine campus

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