



**VICTORIA UNIVERSITY**

# **VICTORIA UNIVERSITY LIBRARY 2022 ANNUAL REPORT**

**CITY TOWER**

370 Little Lonsdale St  
Melbourne VIC 3000

**THE NEW WAY TO DO UNI**









Student as Staff working at the Sunshine Library service desk

# 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**

*Director, Library  
Education and  
Research Services*



The year 2022 saw VU Library resume reactivation of campus library services following two years of disrupted services due to COVID lockdowns. After some months of no occupancy campus library sites needed a refresh in conjunction with Facilities to ensure they were fit-for-purpose once again.

The use of technologies such as Zoom, Jabber and Teams for meetings which enhanced our connections and efficiencies during COVID, continued to do so with the return to campus. For example, Library staff forums continued to be held via Zoom because it facilitated broadest participation as well as COVID-safe practices.

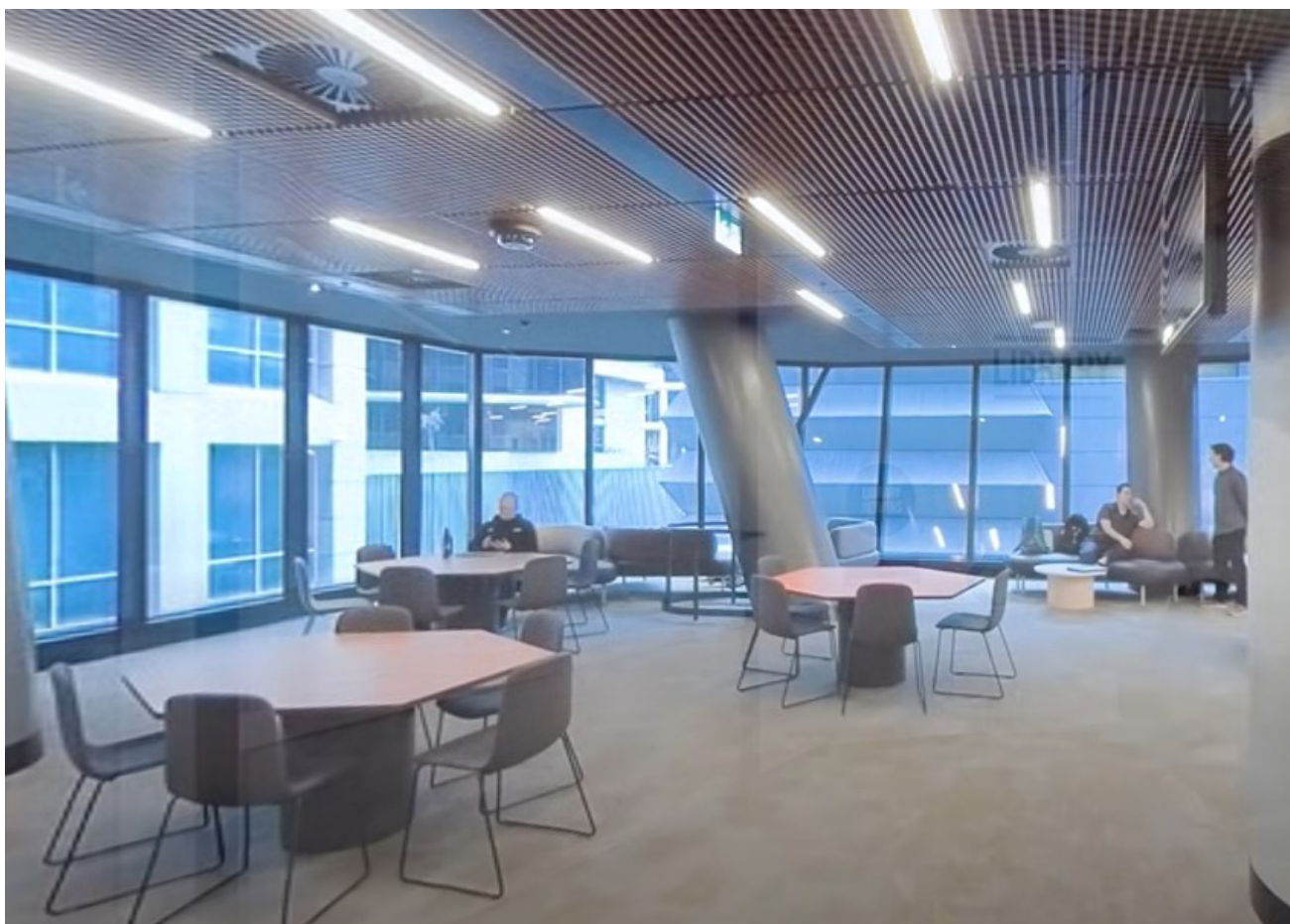
**Adrian Gallagher**

*Director, Library  
Learning Resources,  
Technology and  
Infrastructure*

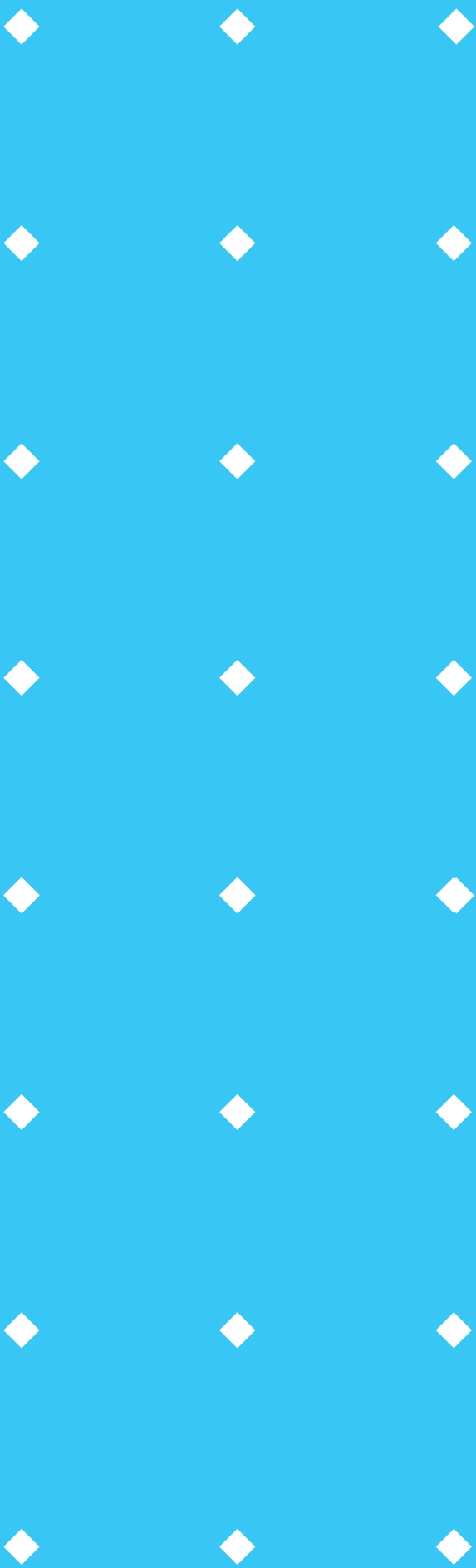


In April the opening of the new City (vertical) campus in the Melbourne CBD was the main and exciting event of the year. VU occupies all floors up to Level 16 of the 'tower' building, with the new City Library on Level 2. The new City campus replaced all former delivery locations: City Flinders, City King and City Queen. With City Queen no longer a designated campus, the City Queen Library was renamed the Law Library.

The year also saw VU Library move twice organisationally. Firstly, it moved out of the Students portfolio into the Resources and Risk portfolio, and later into the People and Organisation portfolio. The changes related only to the organisational location of VU Library and did not impact its operations. VU Library also welcomed back Records and Archives Services staff as they re-joined the Library portfolio.





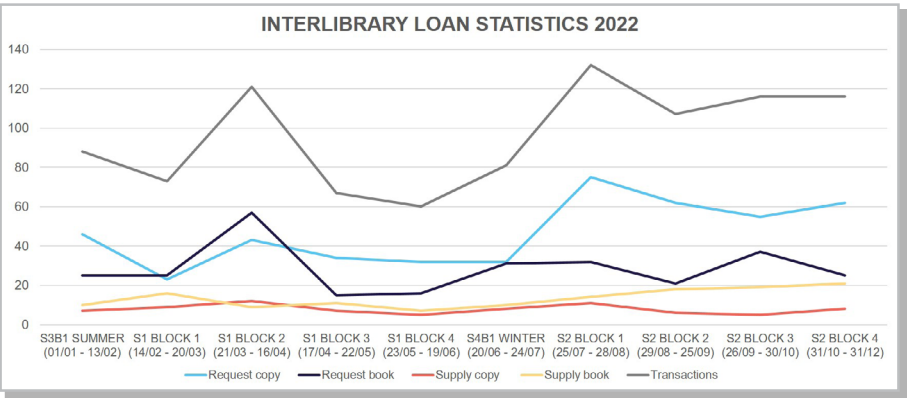


# SERVICES



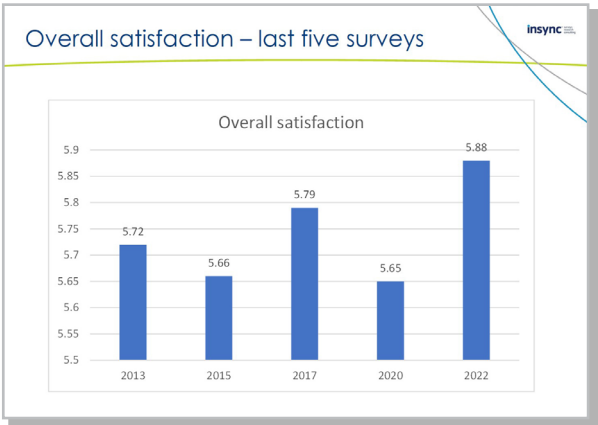
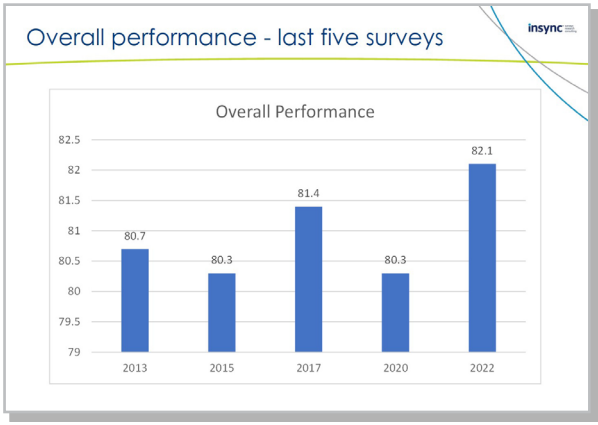
# DOCUMENT SUPPLY

When campus libraries services were reactivated in 2022, the Document Supply Service remained an important aspect of service provision. Demand for the service peaked during Semester 1 Block 2 and Semester 2 Block 1 with lower but constant use throughout the remaining of Semester 2. See *Resources Sharing – Table Two: Statistical Summary –* for comparative data.



# LIBRARY SURVEY

VU Library conducted the Insync student satisfaction (with Library performance) survey. In 2022 the survey generated 1,441 responses, providing a high degree of confidence in the results at the overall level, with the number of responses much higher than the 2020 survey, in which 754 responses were generated. The survey measured satisfaction with a range of performance areas relating to resources, services and platforms, as well as collecting some demographics around the context of Library use. The Library recorded an overall score of 82.1%, achieving higher performance results across most areas, both internally and in the benchmark context. This placed the Library in the second quartile or top 50% of academic libraries that have participated in the benchmark survey over recent years, and reflected an overall score increase of 1.8% since the previous survey in 2020. The improvement is captured in two graphs below.



# LIBRARY SERVICE ADJUSTMENTS

During 2022 and in the context of sustained usage decline, the Library made some service adjustments:

1. External membership information was removed from the Library website. While the option remains for external borrowers to join and use the Library, membership is no longer promoted on the website, nor is there a joining fee. Reciprocal borrowing memberships (CAVAL and ULANZ) remain unchanged.
2. In recognition of the full implementation of the block and subsequent reduction in the use of exams for assessment, past exam papers were removed from the Library website.
3. The Library enquiries knowledge base – LibAnswers FAQ – was reviewed and updated, and its online discoverability improved.

As well, VU Library reactivated its overdue process for print items and laptops, a process that had been paused for two years under COVID restrictions.



# LIBCHAT

As COVID-19 measures eased and our academic community returned to campus, [LibChat](#) began to see changes not only in usage patterns: but how LibChat was used. While there were 'peaks' in service use during February, March, May, August and October (corresponding to the Block model and TAFE schedules), LibChat was an increasingly 'year-round' service – with no periods of "zero usage" reported in 2022. There were also peaks and troughs in the times that we received chats. While lunchtime continued to be the most popular time to ask a question, we also received questions at midnight. As different types of students or staff use LibChat in different ways (for example, undergraduates are more likely to come onto LibChat at lunch), this suggested that there were changes happening in our user cohorts. The data proved that while undergraduates continued to be our primary LibChat user (52% of chats received in 2022), there was also an increasing number of Masters' students (from 1% of chatters in 2021 to 16% of chatters in 2022), academics and staff researchers (from 1% to 8%) and postgraduate researchers (from 5% to 8%).

Our changing user demographics may also be the reason for the changes to the complexity of questions. "Complexity" is ranked on library staff scale, meaning that the questions that we receive might be quite simple for us to answer (as we know where to go to find the information), or they might be quite difficult (meaning that even library staff struggle to find the answer!). We are delighted to assist any student or staff member who comes on to LibChat, and it has been an interesting learning opportunity for all of our team as we see new types of questions being asked of our staff. We may be asked about Open Education Resources or Open Access, Transformative Agreements, Systematic Searching or Reviews, or even about Laptop Loans! While we may not always be able to answer these questions immediately, we are always able to help our users find the correct person to talk to. These questions also give us a great chance to grow our own knowledge, too.

The changing complexity of the questions we received, the need for a year-round LibChat, and the times that we were receiving "knocks" at LibChat's door suggested one big thing: the needs of our community are changing – and even *who* that community is, is changing. This means that we, as LibChat staff, must keep changing: growing our knowledge and skills to be able to meet *your needs*. We are excited by this potential to keep developing – and we hope to see you soon on LibChat!

## PEERCHAT

In 2022, a new Chat service, PeerChat, was trialled with online assistance provided by *experienced students, for students*. **PeerChat** team members were experienced VU students available online through real-time chat to answer library questions and share their library experiences. The **PeerChat** team helped students with:

- Finding known items (known title, author, etc.)
- Finding Australian Standards
- Navigating the Library catalogue
- Topping up their printing account
- Using [My Library](#) to manage loans, renewals and holds.

**PeerChat** was part of the [Ask the Library](#) service and was online Monday–Friday, 5pm–8pm, and Saturday and Sunday, 12pm–3pm, throughout semesters 1 and 2.





# STALLS, WORKSHOPS, DROP-INS AND MORE

## LIBRARY STALLS AT O-FEST

VU Library had stalls at the semester 2 O-Fest in July 2022, with Students as Staff who worked as Library Student Assistants welcoming new and continuing students, showing them library resources and services, and answering questions about how the library can support them in their studies.

## OPEN DAY

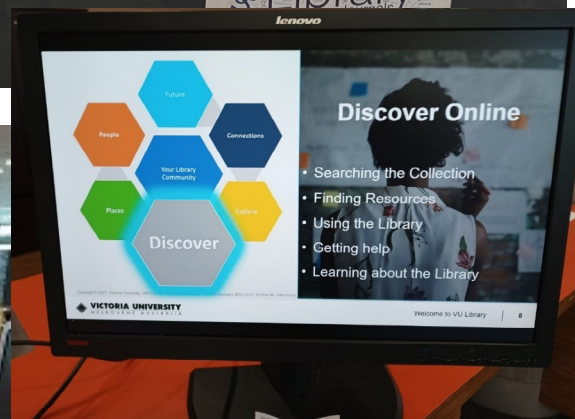
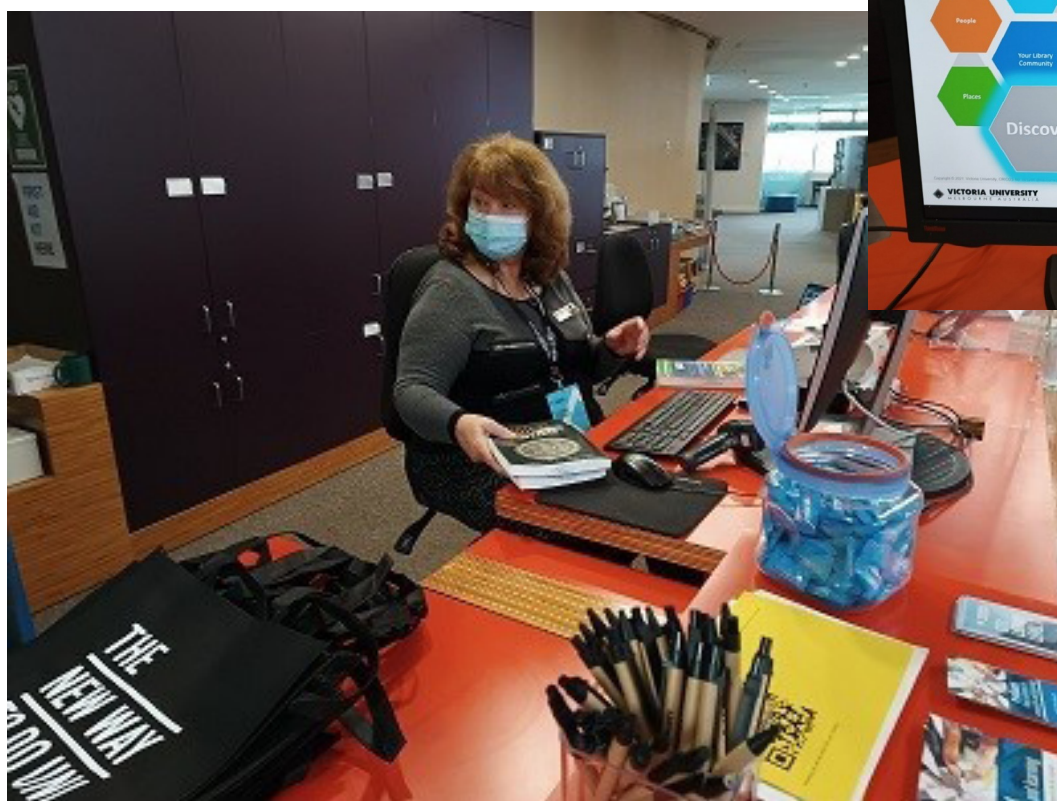
For Victoria University Open Day on 21 August 2022 at the Footscray Park Campus, the Library opened its doors to all. The Library Service Desk staff (Alexandra, Peter and Stephen) welcomed prospective students, promoted its services and resources via Library tours, showed visitors the Learning Hub, and answered a broad range of questions about opening times/hours, the block model and types of collections (main, curriculum, special and online).

The Service Desk also had giveaways, a looped presentation and staff happy to assist.

The Library website also featured an up-to-date '[Welcome to VU Library](#)' video produced by the Hive, and starring a couple of our Students as Staff, Connor Conkey-Morrison and Jack Riddle.



*Smit and Nicole welcoming students at the Library stall at Footscray Nicholson O'Fest*

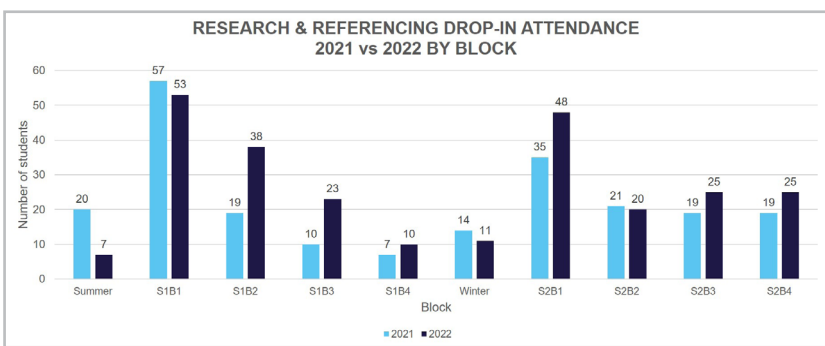
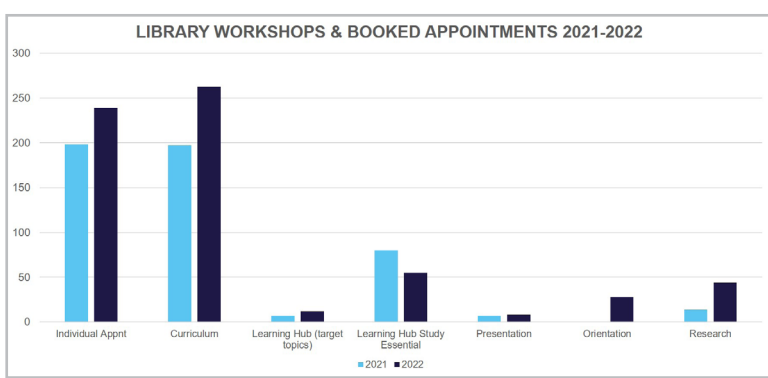
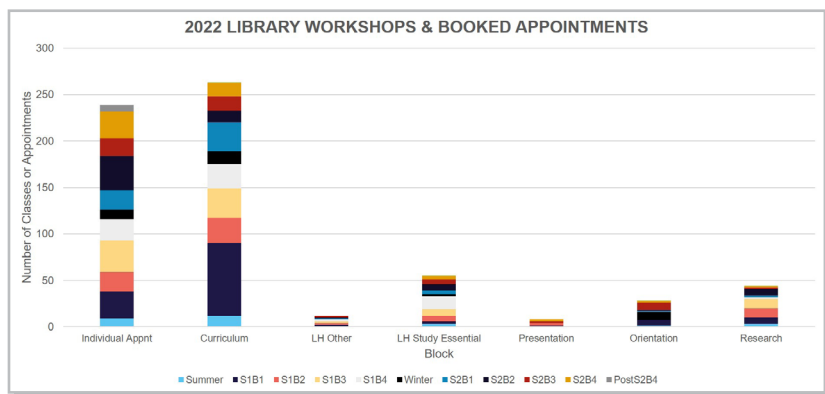




## WORKSHOPS, APPOINTMENTS AND DROP-INS

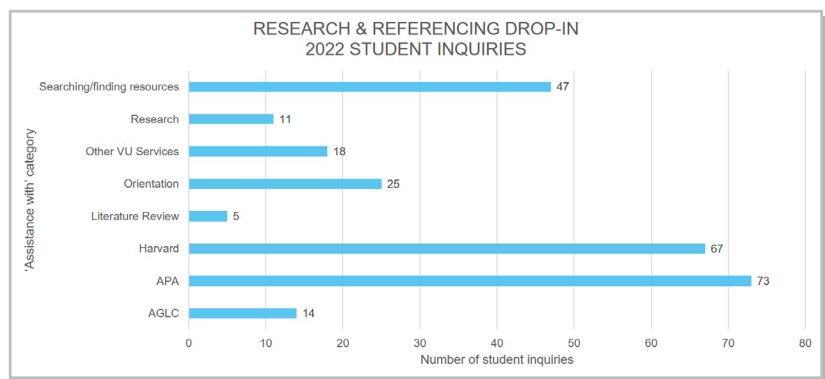
Librarians deliver curriculum workshops aligned to units of study, and workshops through the Learning Hubs structure such as Academic Inquiry and Digital Citizenship to first-year cohorts. Sessions on Academic Integrity provide students with an introduction to relevant library guide resources and to the Epigeum Academic Integrity modules.

The collection and tagging of workshop sessions has enabled VU Library to consider where time is allocated in direct contact with students. 'Orientation' as a category was added in 2022 to gather orientation sessions and tours conducted by campus teams. For the online orientation in February 2022, for Block 1, Library Officers Liz, Khanh, Gabe and Stephen delivered in pairs a 30-minute Zoom presentation 'Get to know the VU Library' focusing on the library online support and highlighting support services such as ArticleReach and our workshops and drop-in sessions.



In 2022 the daily 11am-12noon online Research & Referencing drop-in continued throughout the year, with an additional drop-in at 2pm-3pm added in semester 2, as a result of student feedback through the Insync survey. Librarians are online to assist students in finding resources for assessments, provide information on how to reference, and to answer specific questions from databases to systematic reviews.

In categorising student queries it can be seen that referencing (APA, Harvard) and general searching/finding information are the main subjects on which students are seeking assistance from Librarians in these drop-in sessions.



## WORK PLACEMENTS

Throughout the year, the Library hosted placement students on campus, starting in April with a work placement student from the VU Library Studies Diploma program. While based at Footscray Park, the placement program encompassed all areas of the Library and included visits to the Law Library and St Albans Library. In August, the Library hosted a placement student from Charles Sturt University who was completing a Masters in Librarianship, and in October another VU student from VU Polytechnic.

# RESEARCH SERVICES

## INSTITUTIONAL UNDERPINNINGS PROJECT

The Australian Research Data Commons (successor to Australian National Data Service (ANDS)) offered a number of universities a 65K grant to participate in a project to develop a national framework around research data management. Victoria University joined the program and tested the framework against the area of training in research data management by developing a series of online training resources available on VU Collaborate and the VU Capability Hub. These resources were online in October with content available to be shared by other universities.

## OPEN ACCESS WEEK 2022

To mark [International Open Access Week](#), VU Library offered the VU research and academic community a range of online sessions on how open access can contribute towards more equitable knowledge sharing, and thus pave the way for climate justice. Based on the 2022 Open Access theme of "Open for Climate Justice", the online sessions scheduled on 17-27 October 2022 outlined strategies and resources available to open up knowledge to support research, teaching and learning and contribute towards climate justice.

The topics included: Open access publishing; Predatory publishing; Open licences for researchers; A no-cost way to make your publications open access; Open data; FAIR (Findable, Accessible, Interoperable, and Reusable) principles; Open licencing for teaching, and Open educational resources for teaching.



## ORCID

ORCID (Open Researcher and Contributor ID) is an open, not-for-profit, community-based effort to provide a cross-platform registry of unique researcher identifiers.

The benefits of researchers having an ORCID ID are:

- It distinguishes researchers with similar names and ensures their research outputs are correctly attributed to them.
- It provides a persistent identifier for individual researchers.
- It is a requirement when submitting manuscripts or grant applications to many of the big publishers and funders.
- ORCID IDs streamline validated information transfer between different systems – this means less time entering information in multiple systems.
- It automates the process of adding research publications to VU research systems such as VU Elements.

After meeting with VU Research Services who provided a current list of VU researchers, VU Librarians assisted with claiming ORCID and researcher IDs on behalf of researchers who have not yet claimed them.



## RESEARCH AMBASSADOR PROGRAM

In 2022, the Research Ambassadors continued to offer the consultations in an online (real time) mode. Clients could make an appointment via email with the Research Ambassadors with the most relevant skills to arrange a consultation at a mutually convenient time.

Overall, the Research Ambassador Program only partially delivered on the recommendations made at the start of the year. There were issues around continuity with several team members exiting the Program at inopportune moments throughout the year. Commitments outside of the Research Ambassador Program such as family, work, candidature deadlines, and personal reasons had an impact on the service. The 1:1 consultation statistics in Table 1 speak to this problem and are well down on previous years. The Research Ambassador Program sent out 164 emails in response to student requests. This may indicate that some requests were resolved via email rather than requiring an appointment.

**Table 1: Number of 1:1 consultations at each location (last three years)**

CAMPUS	2020	2021	2022
City Flinders	8	0	0
Footscray Park	8	0	1
Online	111	149	41
<b>Total</b>	<b>127</b>	<b>149</b>	<b>42</b>

Over 90% of 1:1 consultations were with Higher Degree Research students in 2022 (see Table 2 below). PhD (Integrated) students' usage of the Research Ambassador service is significant, accounting for over 45% of all consultations. The Research Ambassador Program is promoted directly to all research students including PhD (Integrated) students in one of their coursework units and in the Graduate Research Induction day. The service is also frequently promoted as part of the Library's communication plan.

**Table 2: Type of client in 2022**

TYPE OF CLIENT	1:1	%
PhD	17	40.48
PhD (Integrated)	19	45.24
Staff	3	7.14
Masters by Research	2	4.76
Graduate Certificate	1	2.38
<b>Total</b>	<b>42</b>	

## LEARNING & TEACHING

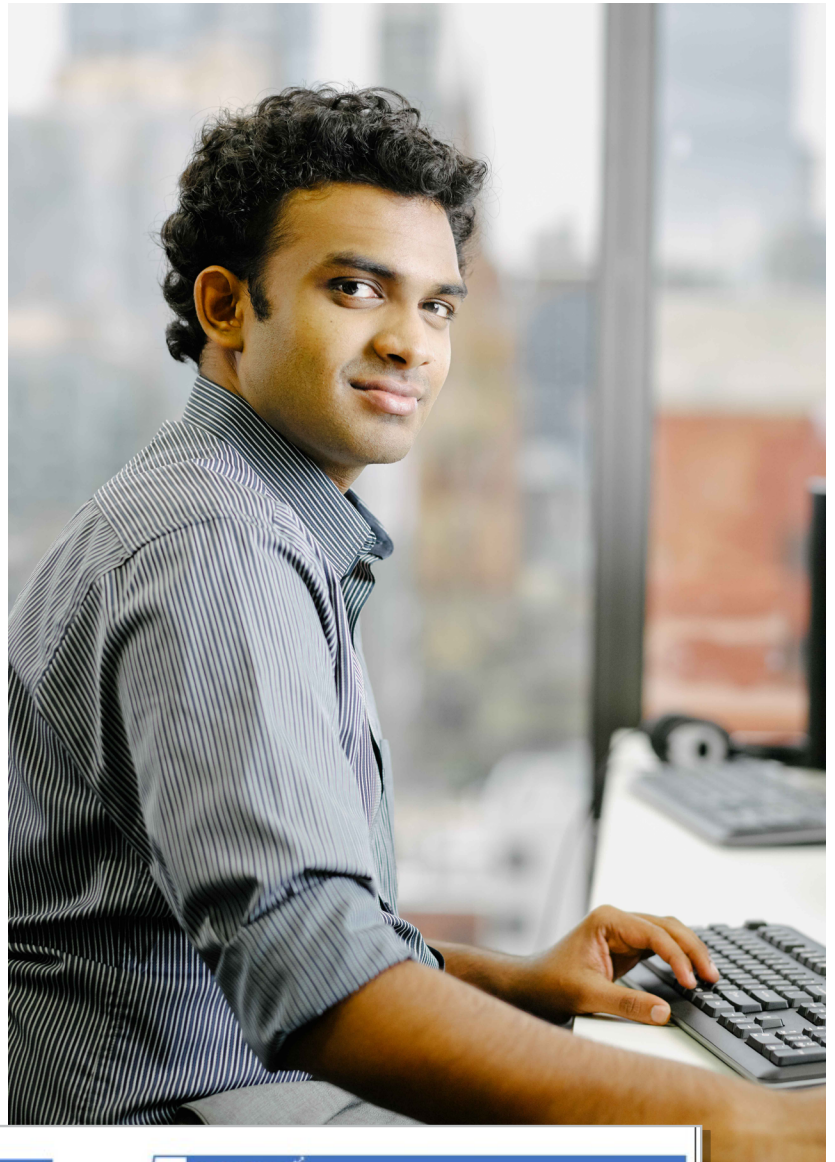
### TRANSNATIONAL EDUCATION ONLINE

VU Library liaises with the Transnational Education (TNE) office and academic coordinators 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 2022, the Library delivered training sessions in Academic Integrity, Research Services, Library Information, EndNote and Referencing to TNE partner staff. Feedback has been positive. A guided program for EndNote online with short streaming videos has been available through a Library Guide. Students could also join any of the Library Learning Hub workshop sessions or drop-ins, or contact a subject Librarian directly to get support on referencing and finding information for their assessment tasks and research.

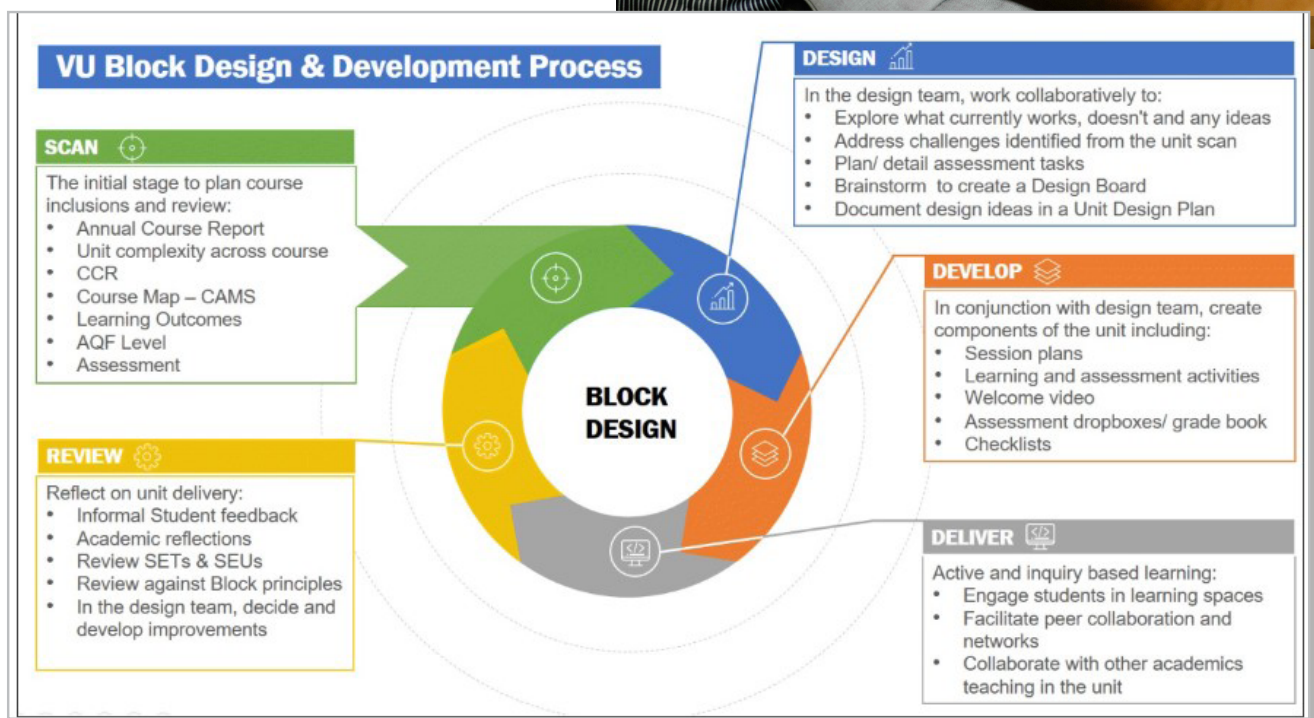
Online resources were purchased for required and recommended reading lists for units offered within degrees and these were embedded in the Learning Management System. The VU Library has databases which contain thousands of e-books, journals, newspapers, magazines, case studies and streaming videos that cover an enormous range of discipline areas worldwide.

The Library liaised with Librarians offshore and provided group and individual zoom sessions for researchers and research students in library information research for both onshore and offshore cohorts. A Librarian was also involved in welcoming international students to Melbourne campuses and they communicated with partners in Sydney during visits and provided resources and classes. Plans were also underway for the new Brisbane campus, opening early in 2023.



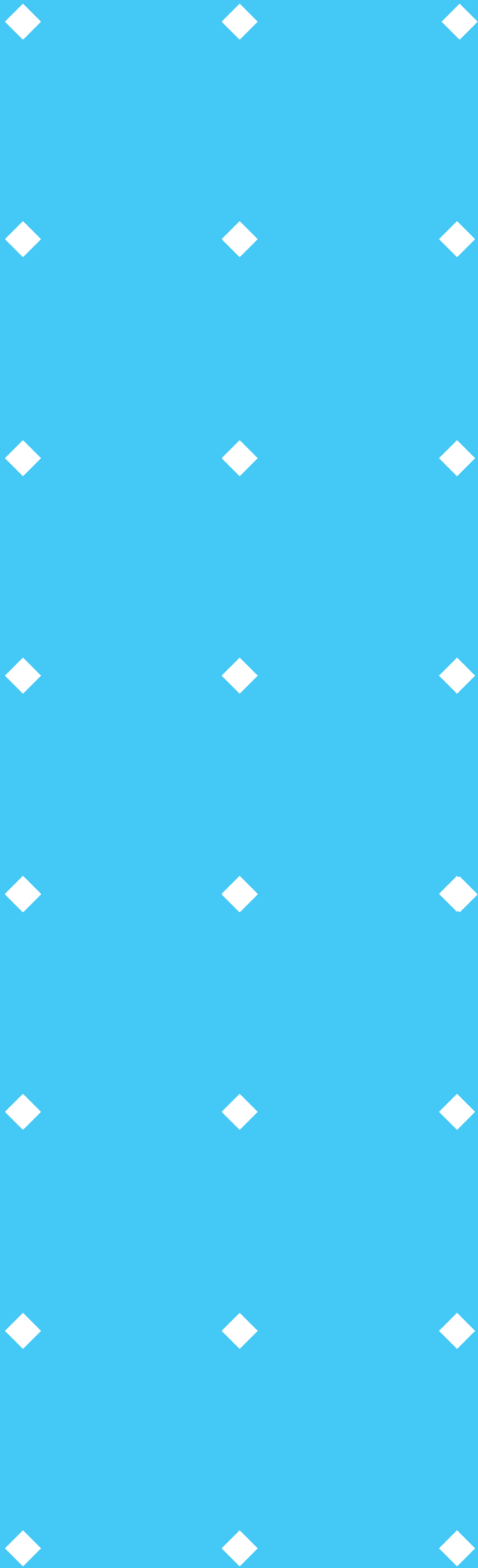
## VU CURRICULUM DESIGN

Scholarly Information Services Librarians continue to be involved in Block Design meetings with Learning Designers and academic staff. Librarians suggest and provide resources aligned with teaching content, suggest discipline-based learning objects for academic inquiry skill development, and manage Reading list software enabling student access to material embedded through their curriculum. In 2022 Librarians were involved in the design and development of 86 units.





# PEOPLE



# PROFESSIONAL DEVELOPMENT

## CROSS-INSTITUTIONAL MENTORING PROGRAM

VU Library once again supported its staff to participate, in 2022, in the CAVAL Cross-institutional mentoring program (CIMP). The program, which has been running for more than 10 years, continues to go from strength to strength. The year 2022 saw staff from Victorian public libraries participate for the first time, making it a very multi-sectoral program.



Infographic courtesy of CAVAL

## AWARDS AND RECOGNITION

### VU LIBRARY AWARDS

The recipients of the 2022 Library Awards presented at the Library Staff Forum on 15 Dec were:

#### SERVICE AWARD

Tracey Atkins – for sustained exemplary service to the Information Resource and Collections Services department and working alone on campus to keep critical operations going throughout the COVID lockdown periods.

#### OUTSTANDING CONTRIBUTION

Meg Weller – for outstanding achievement in support of VU Collaborate, teaching and learning unit support and block design and development.

#### INNOVATION AWARD

There was no Innovation Award in 2022 as the year was more centred around efforts on consolidating and re-establishing services in a period of returning to campus with a reduced staffing capability.

### LONG SERVICE RECOGNITION

The following staff were acknowledged and thanked for reaching their long service milestones:

30 Years – Monica Brabet  
20 Years – Linda Yusuf, Suzanne Poliness, Sarika Singh, Yimin Zeng  
10 Years – Ingrid Unger



# STAFF ARRIVAL AND DEPARTURE

## ARRIVAL

Elise Majstorovic, Digital Services Officer

## DEPARTURE

Matthew Gibbins, Library Officer



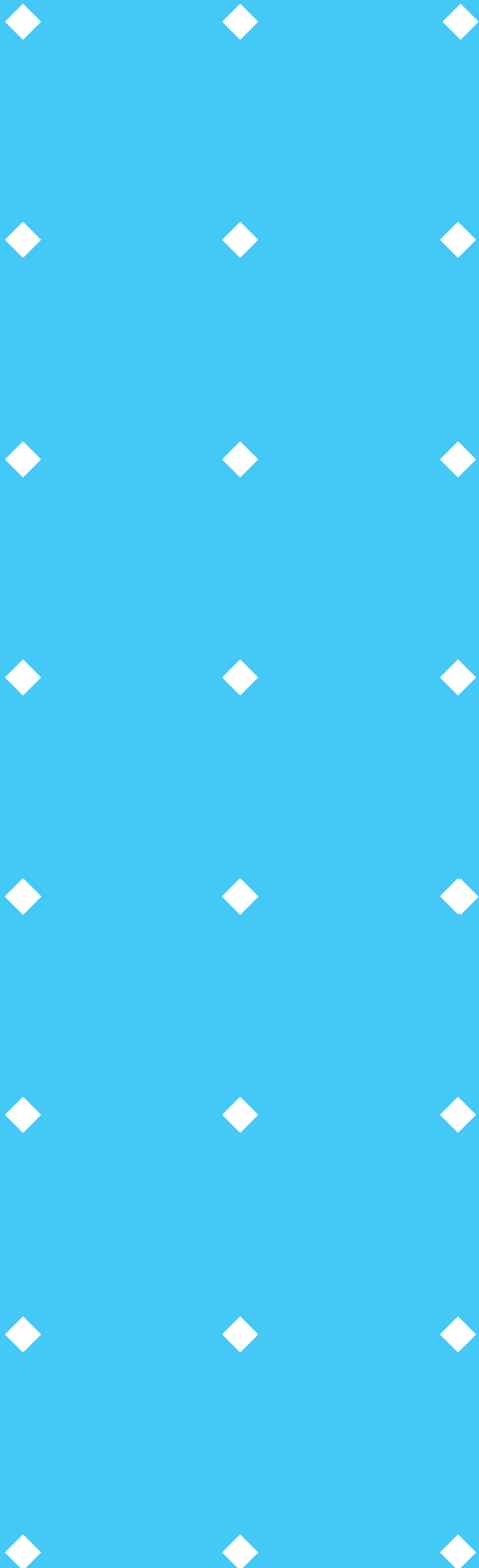
*Dana Kuljanin and Iwona Janius  
with Vice-Chancellor Professor  
Adam Shoemaker*

# PROFESSIONAL PRESENTATIONS AND PUBLICATIONS

Cork, J., Kuljanin, D. & Janius, I. "VU Collaborate Analytics: Find Out How Your Students Are Engaging with Reading Content through the eReserve Educator Insights Tool", Victoria University 2022 Learning & Teaching Symposium, December 6-7, 2022.

Murphy, J. & O'Neil, F. "A very modern curriculum" [\[presentation\]](#) CAUL Enabling a modern curriculum online conference, September 7-8, 2022.

# RESOURCES



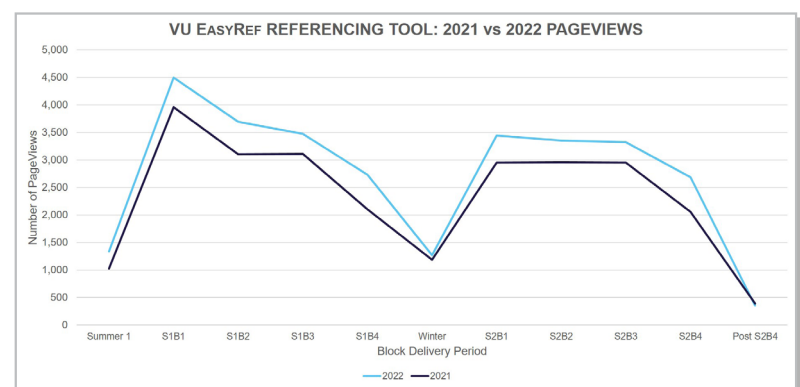
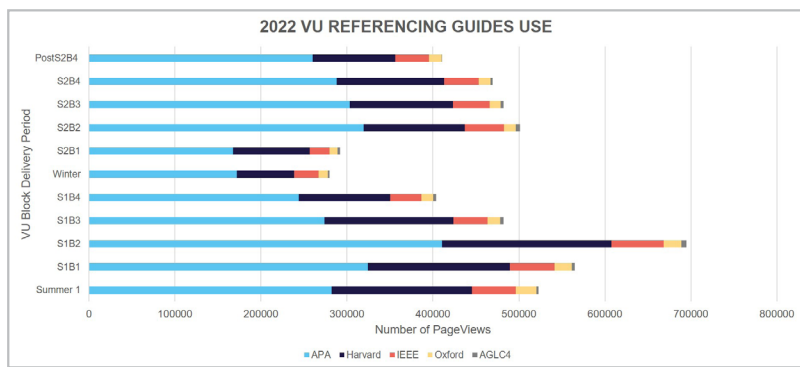
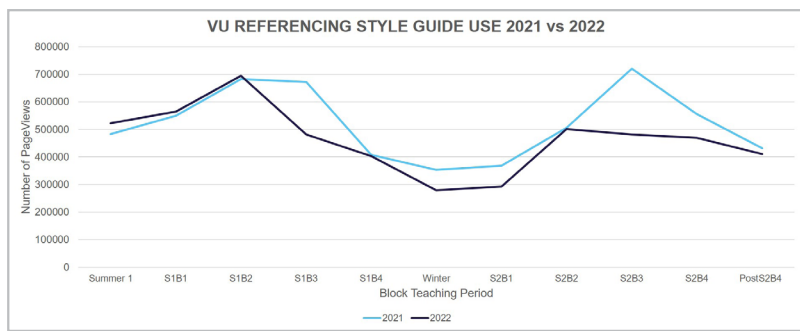


# LIBRARY GUIDES AND VU EASYREF

## HARVARD REFERENCING STYLE

In a significant change, following some work done by Lou Connell and Jennifer Murphy to assess the potential of updating the so-named Harvard referencing style, their recommendation was to discontinue Library support for Harvard in favour of APA as an alternative author/date style. VU Library took that recommendation to VU academic governance committees as part of a formal consultation process with teaching and research staff, as well as the student body, to gain support for the change.

VU Library will continue to support students' use of Harvard Referencing style during the transition away from the style.



## REFERENCING STYLE GUIDES USAGE

In 2022, referencing styles supported by VU Library were APA 7th, AGLC4, Harvard, IEEE and Oxford.

## VU EASYREF

VU EasyRef, an easy-to-use interactive tool formatted for mobile phone display, continued to provide students with easy access to referencing style information and examples. Use of the tool has steadily increased since it was first introduced in 2019.

## UPDATED VU IEEE REFERENCING GUIDE

In 2022, SIS Librarian Dana Kuljanin revised the [VU IEEE Referencing guide](#) to include the updated reference list examples and reflect the changes resulting from the update of the original [IEEE Reference Guide](#) published in 2021 (V01.29.2021).

The changes in the updated VU IEEE Referencing guide (2022) primarily included minor changes in the punctuation, capitalisation, and the order of the referencing elements, such as 'Doi', '[online]', and 'Available: site/path/file'.

statements relevant for journal articles and e-books. There were also a few minor changes visible in the format of a few different types of references: e-books, websites, conference papers and conference proceedings, theses & dissertations, audio-visual media, unpublished material, and others.

The VU IEEE Referencing guide is a valuable contribution to ongoing efforts to foster responsible referencing for published or informally published work.

Some institutions who have used the VU IEEE Referencing guide are:

New Jersey Institute of Technology: IEEE Citation Guide <https://researchguides.njit.edu/ieee-citation/home>

Jurnal Teknologi Informasi & Komunikasi: a journal in Indonesia published examples from our IEEE guide <https://jurnalstmiksubang.ac.id/index.php/jtik/referensi>





# SPECIAL COLLECTIONS EXHIBITIONS

2022 saw the return of visitors to Special Collections, to access newspaper titles from the Radical Collection, books and archival material from the Timor-Leste Collection, and objects from the Ruth & Maurice Crow Collection.

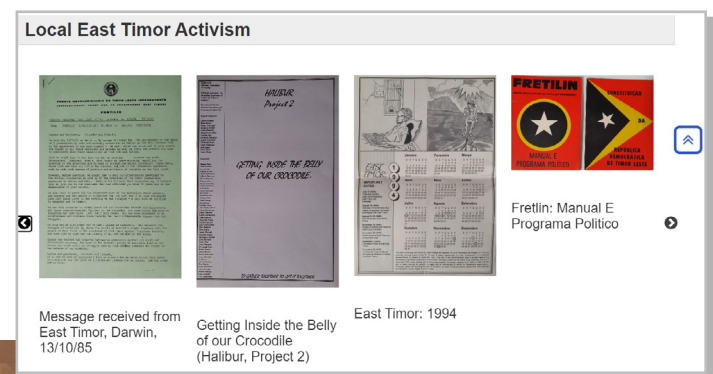
## DONATIONS AND EXHIBITIONS

In 2022, the Australia-East Timor Association (AETA) donated its archive to VU Library Special Collections to add research strength to the existing VU Library Timor-Leste Special Collection in support of the VU and Timor-Leste community partnership. This donation consisted of 77 archive boxes and a significant poster collection. AETA served as an information, solidarity and networking organisation to support the struggle for independence of East Timor. Since 1975 the AETA members have been documenting the work and support activities of the AETA, and collecting material relating to similar organisations which supported the East Timor independence movement.

The late 2022 exhibition at Footscray Park Campus Library showcased material contained in the collection of donated material. The exhibition themes were AETA Publications, AETA Actions, Local East Timor Activism, and AETA Connections.

[Library Guide VU Special Collections - How to access and use](#) also displayed the AETA donated material related to the four exhibition themes.

Earlier in the year, from late April to September, Special Collections materials connected to the strategic drivers in VU's Strategic Plan 2022-2028 were exhibited. The exhibition 'Strategic Connections with the Special Collections' at Footscray Park Library showcased Special Collections materials on themes related to the five strategic drivers: Protecting country, Partnering with principle, Maximising research with impact, Doing dual differently, A thriving place to study and work.





## ANZAC DAY DISPLAY

To mark Anzac Day, Library staff from Frontline Services, VU Library Special Collections and the VU Archives collaborated to produce a successful display at Footscray Park Campus. The display cabinet items kindly lent by the specialist collections were Footscray at War, The ANZAC Book (Special Collection), The education dept. Record of War service in 1914-1919 (VU Archives), Brown and Red Footscray Technical School Magazine (VU Archives) and A History of ANZAC Hostel (Special Collection).

## ART COLLECTION

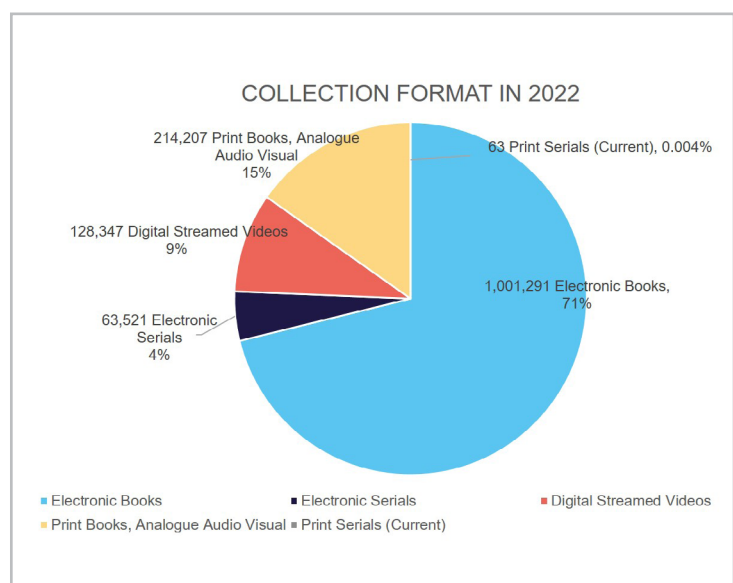
During 2022 an entire valuation was conducted of the Library art collection which allowed the incorporation of major acquisitions of previous years such as the Kagi collection. The Library also commissioned a portrait of the former Vice-Chancellor Professor Peter Dawkins by Vicki Sullivan which was launched onsite in the presence of the Chancellor and University Council.

VU Library once again sponsored the Picturing Footscray student prize, which was awarded in a ceremony at the Footscray Connectivity Centre (formally Metro West) venue in October. Although the number of entries was down from pre-COVID times, the works that were on display met the brief well with many interesting compositions and effective Footscray theming.

## LIBRARY COLLECTION

### ELECTRONIC AND PRINT RESOURCES

For the last 15 years the Library's collection has been predominately digital where e-books and eJournals have replaced the traditional reliance on print books and analogue media. Digital is also the preferred format for contemporary academic publishers and has aided the Library in providing a consistent experience for students regardless of the mode of delivery adopted by VU programs. The pie chart reveals the extent of the Library's digital transformation in terms of the collection composition and the usage of various types of digital resources.





## ACQUISITIONS

A major set of acquisitions towards the end of 2022 centred around the purchase of e-text collections, from publishers such as Cambridge, Sage, Knovel and McGraw Hill which offered a more sustainable library model than previous online collections. These packages were acquired to help the Library ensure key course resources could be found in the Library collection rather than pushing students to purchasing their own course resources. Other notable purchases were the Storybox collection to support early childhood studies and the Overton policy documents to assist researchers.

## READ AND PUBLISH AGREEMENTS

In 2022 VU Library rolled out to its researchers three new Read and Publish agreements negotiated by the Council of Australian University Librarians (CAUL). The three publishers in the 2022 Read and Publish agreements for VU included Cambridge University Press, Springer Nature and Wiley (now Wiley Hindawi). The agreements with these publishers covered subscriptions to read journals, as well as for Article Processing Charges (APCs), enabling VU researchers to publish open access.

Two refresher sessions were run in the middle of 2022 to staff from the Institute for Sustainable Industries and Liveable Cities (ISILC) and the Institute for Health and Sport (IHES) respectively to promote the agreements and answer any questions. These sessions were well attended and generated follow-up questions.

In 2022, there were 26 articles made open access under the VU Read and Publish agreements. These were from Springer Nature and Wiley – see tables on right. Cambridge University Press had no usage.

The quality of the journals being published in was generally very high. See pie chart on right.

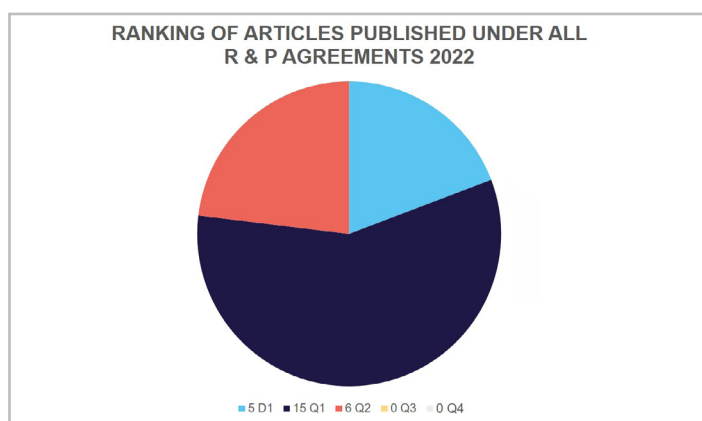
## DONATIONS TO REMOTE INDIGENOUS COMMUNITIES

Information Resources and Collection Services re-homed hundreds of children's books withdrawn from St Albans Campus Library. These were books identified as duplicates and/or no longer required for teaching and learning. Rather than being sent for disposal, the books were donated to Books 'n' Boots Inc., which was established in 2015 in response to the ever-growing demand for books in First Nations rural and remote communities and schools.

Sam Gibbard, Collections and Datasets Librarian, met up with John Harding at their storage facility in Braybrook. John is a proud Meriam/Gu-Gu Yulangi man, born and bred in Melbourne, and Co-Founder & Non-Executive Director of Books 'n' Boots. He was delighted with the number of good quality books donated and thanked the Library for supporting his charity.

NUMBER OF SPRINGER NATURE ARTICLES	RANKING	%
3	D1	25.00
7	Q1	58.33
2	Q2	16.67
0	Q3	0.00
0	Q4	0.00
12		

NUMBER OF WILEY ARTICLES	RANKING	%
2	D1	14.29
8	Q1	57.14
4	Q2	28.57
0	Q3	0.00
0	Q4	0.00
14		







# SYSTEMS



## DISCOVERY LAYER AND UNIVERSITY SYSTEMS

Major activities for Digital Services in 2022 involved integrating key library systems with the new university Student Management System (Student One) which was introduced in the latter part of 2022. The Library also had a focus on improving library integrations with VU Collaborate through progressing to the more advanced LT1.3 standard for eReserve and LinkedIn Learning and improving the user experience in accessing resources and embedding content.

## NEW PRINT SERVICE SOLUTION

Another focus was the introduction of a new Facilities Managed Service for student printing involving the replacement of multifunction devices and cash kiosks throughout library sites. In conjunction with Procurement and ITS, the Library contributed to a new print services solution which included a new, manual ID login option for releasing jobs, obviating the need for ID or other cards.

## LAPSAFE SELF-SERVICE

The self-issuing LapSafe system for student use was finally installed in 2022, having been delayed due to COVID restrictions. The facility is located on Level 1 (under the Library levels) of Building P at Footscray Park campus, houses 60 laptops, is accessible while the building is open, and enables student to 'self-serve' a laptop loan for a day.



# TECHNOLOGIES

## LIBRARY WEBSITE

A review commenced for the Library website towards the end of 2022 aimed at simplifying content and navigation in response to feedback from the Insync Library survey as well as re-working Libguide content to integrate seamlessly with the new university brand.

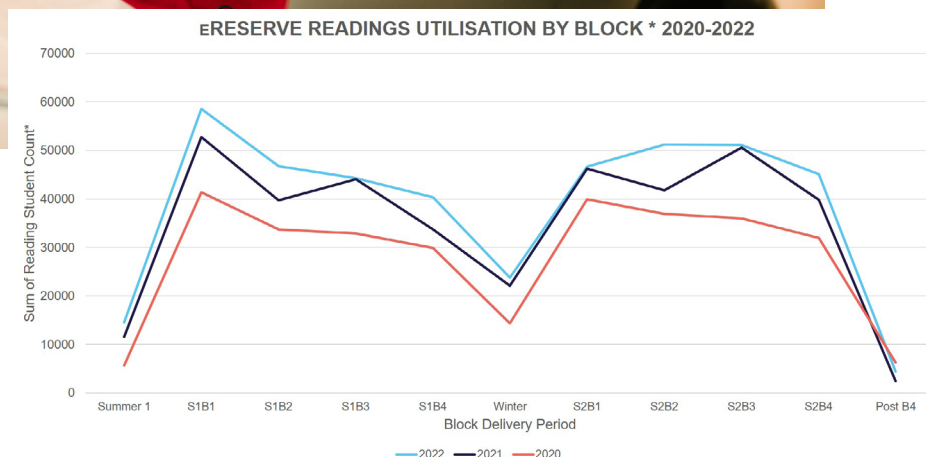
## READINGS USAGE

eReserve Readings provides students integrated access to readings relevant to their units of study through the Learning Management system. 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.


Educator Insights which is a new component of the eReserve package allows teaching staff to see levels of student engagement with reading list resources in real time. The data provides a count of student access, resource count, unique student access, and student engagement. These factors allow teaching staff to assess whether students are accessing resources.



*\* Reading Student Count – The number of times a reading has been uniquely downloaded (file-based readings) or accessed (link-based readings).*





A large, stylized blue 'V' shape that serves as a background graphic for the top half of the page. It is composed of two thick, parallel lines that meet at a point at the bottom, forming a large, open 'V' shape.

# **VU LIBRARY IN NUMBERS**



# VU LIBRARY IN NUMBERS

TABLE ONE: FINANCIAL SUMMARY

Budget	2019	2020	2021	2022
Information resources (books, eBooks, back-sets)	\$2,703,515	\$1,953,810	\$2,463,410	\$1,885,921
Information resources (current journals)	\$3,591,903	\$3,637,274	\$3,497,151	\$4,014,195
<b>Total Information resources expenditure</b>	<b>\$6,295,418</b>	<b>\$5,591,084</b>	<b>\$5,960,561</b>	<b>\$5,900,116</b>
Copyright non-salary expenditure	\$684,510	\$706,614	\$718,505	\$753,566
Depreciation	\$2,787,397	\$2,869,281	\$2,963,289	\$3,145,731
Other non-salary expenditure	\$829,326	\$1,283,488	\$668,970	\$663,558
<b>Total non-salary expenditure</b>	<b>\$7,809,254</b>	<b>\$7,581,186</b>	<b>\$7,348,036</b>	<b>\$7,317,240</b>
Library salary expenditure	\$7,324,496	\$7,001,710	\$5,501,757	\$6,038,852
Copyright salary expenditure	\$75,081	\$78,459	\$72,183	\$78,074
<b>Total salary expenditure</b>	<b>\$7,399,577</b>	<b>\$7,080,169</b>	<b>\$5,573,940</b>	<b>\$6,116,926</b>
<b>TOTAL</b>	<b>\$15,208,831</b>	<b>\$14,661,355</b>	<b>\$12,921,976</b>	<b>\$13,434,166</b>

## TABLE TWO: STATISTICAL SUMMARY

Facilities & Equipment	2019	2020*	2021*	2022^
Libraries	7	7	7	7
Library visits	854,298	139,182	76,482	199,751
Seats/study spaces	2,694	2,694	2,538**	2,478**
<b>Library resources (collection) size</b>				
Books, DVDs, CDs, Kits	323,537	311,305	303,200	214,207
eBooks <sup>1</sup>	1,520,085	1,569,985	965,745	1,001,291
Streamed videos	89,512	65,698	104,831	128,347
Print Journal titles	4,512	4,484	4,388	67***
Electronic Journal titles	107,810	250,578	141,130	63,521
VU Research Repository full-text downloads	549,672	457,477	497,964	491,880
VU Research Repository open access full text	6,461	7,211	7,793	8,373
<b>Resources Usage</b>				
First time print loans (including non-students)	40,119	8,420	3,399	8,505
Total loans and renewals	139,182	30,859	58,637	54,004
Total eBook downloads <sup>2</sup>	4,187,984	1,900,395	1,470,006	1,398,586
Full-text journal downloads <sup>3</sup>	1,155,304	1,293,755	1,357,822	929,228
Library website visits	575,251	541,613	655,790	457,818
<b>Resources Sharing</b>				
Total items received	3,180	1,277	1120	961
Total items supplied	2,733	695	475	320

## CLIENT COMMUNICATION

### TABLE THREE: CLIENT COMMUNICATION

Communication Services usage	2019	2020	2021	2022
Telephone enquiry service	1,362	1,225	519	Statistics discontinued
Email enquiry service (LibAnswers)	375	540	266	251
Chat enquiry service (LibChat)	10,097	10,632	5,914	2,018

<sup>1</sup> eBook titles accessible, including free, purchased and subscriptions

<sup>2</sup> Total downloads of chapters or full books from subscribed and owned eBooks

<sup>3</sup> Full text article downloads from a selection of Library databases

\*Successive COVID lockdowns meant public access to library spaces and collections was unavailable for substantial periods

\*\*Seat reductions due to smaller library spaces at Sunshine campus (2021) and City Tower (2022)

\*\*\* Statistic changed to active subscriptions only

^ No gate-count available at new City Tower location due to architectural design features



# THE --- NEW WAY --- TO DO UNI



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