



# VICTORIA UNIVERSITY LIBRARY AND RECORDS AND ARCHIVES SERVICES 2017 ANNUAL REPORT

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Victoria University CRICOS Provider No. 00124K (Melbourne), 02475D (Sydney), RTO Code 3113



**VICTORIA  
UNIVERSITY**  
MELBOURNE AUSTRALIA



# OUR MISSION

## THE LIBRARY'S PURPOSE

Victoria University Library is integral to the University's [mission and vision](#) by enabling access to quality information resources, providing excellent learning spaces and services, and supporting the University's research activities.

# OUR VISION

## HOW WE SEE OURSELVES ACHIEVING OUR MISSION OVER THE NEXT FIVE YEARS

### **The Library will:**

- Develop services for students to pursue a flexible, personalised learning journey
- Deepen partnerships with the Colleges and Connected Learning in curriculum development
- Seek opportunities in collaboration with VU Research
- Establish and consolidate Learning Hub in partnership with Centre for Student Success
- Constantly renew scholarly information resources in line with the University's two flagships: Sport, Health and Active Living and Sustainable Industries and Liveable Cities
- Enhance the ability of patrons to easily find the information they require and seek new digital technologies to deliver information and services
- Re-conceptualise virtual services and physical services and learning spaces
- Refresh staff capabilities to deliver on this vision and mission
- Publish open access VU scholarly works including journals and books
- Grow the University's art collection with a focus on the west of Melbourne
- Develop research data management services in partnership with Research Services
- Evaluate the Library's contribution to student success
- Advocate for, and contribute to, open access for research data and publications and education resources
- Implement a discovery system for easy access to the University's electronic records and archives services.

### **Records and Archives Service will:**

- Advocate for a compliant and proactive recordkeeping culture across VU
- Promote principles of good governance with respect to creating and keeping records of business activities throughout their life cycle, including records captured and stored in VU business systems
- Increase collaboration and engagement with key stakeholders to streamline business processes and achieve administrative efficiencies
- Enable easy access and retrieval of VU's records as part of daily work practices
- Develop access to holdings and collections of University Archives while continuing to promote and preserve VU's heritage
- Provide a focus on the west of Melbourne through the University Archives.

# UNIVERSITY LIBRARIAN'S MESSAGE



Ralph Kiel, University Librarian

Another year has passed and the Library again has some achievements that it needs to celebrate. However, in the first instance, I wish to pass on my thanks to the staff of the Library for the high quality work they do every day: their attention to detail, customer focus, and the way in which they take up new initiatives and make them work.

The highlight of the year 2017 for me was the 2% improvement in the Library Client Satisfaction Survey score to a 81.4% satisfaction rate overall and our ranking which now puts us squarely in the top 25% of Australian academic libraries in recent years. I believe the high satisfaction is because of three main strategies that we have implemented over the last eight years: a digital strategy that focusses on introducing new digital services and improving the usability of existing digital services, a professional development strategy that concentrates on the digital world where our students live, and a concerted effort to improve the Library's physical spaces to reflect the way students prefer to study. Plans have now been put in place to improve in those areas the survey identified as needing improvement and actions to implement these plans are now under way.

The University's First Year College is a first for Australia with the first year units of all bachelor degrees delivered one at a time at our Melbourne campuses. There will be more one-on-one time with educators, and a more immersive, collaborative and enriching learning experience. In 2017 the Library made a significant contribution to this work in three main initiatives: Library staff involvement in curriculum and unit design and development, planning for the Learning Hubs at St Albans and Footscray Park Libraries and the development of the Learning Hub system based on CareerHub.

A revolution has been under way in [Library Chat](#) where there has been a massive increase in the number of chats from about 70 to 700 per month. Campus Library staff, under the watchful guidance of Jenny Comley, have responded wonderfully to this with no increase in turn-aways despite the massive increase. The figures say it all: in 2017 up to December there was a 264% increase on 2016 and in October a peak of 737 chats for the month. The reason for the big increase was the development work by Library Digital Services: a pop-up Chat box in the Library search, and a link to Chat from the Learning Management System, VU Collaborate.

There were four Library staff recipients of [Vice-Chancellor's \(VC\) Awards in 2017](#), with achievements in two awards. Garry Potter, Peter Ring and Jenny Comley received the VC Award for Professional Services and Innovation for Library Extended Opening Hours, and I achieved the VC's Career Achievement Award for my contributions to student learning, the student experience, and service, engagement and innovation at Victoria University.

Records and Archives Services have also had a busy year starting with the commencement of Sandra Pickett as the new Manager, Records and Archives Services (RAS) on 1st May 2017. Since then there has been an enormous amount of work on a new Electronic Records Management System by RAS staff plus Will and Indu from the Project Management Office, so that the tender documents are ready to go out when the time comes. RAS has made some minor adjustments to its structure and is now ready to undertake the implementation and rollout of a new system and way of managing records.

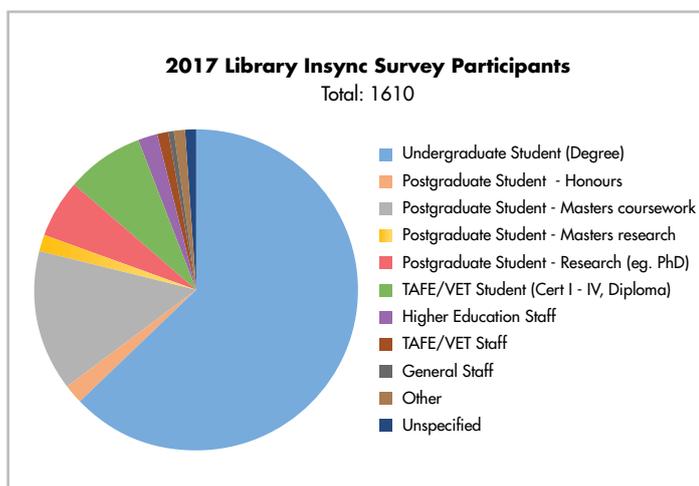
At the end of 2017 two staff retired from the Library. Peter Ring and Karina McFarlane had extensive careers at the University Library and we wish them all the best for the future.

Ralph Kiel  
University Librarian

# 2017 HIGHLIGHTS

## MEASURING OUR SERVICE (INSYNC SURVEY 2017)

Victoria University Library conducts the Client Satisfaction Survey every two years. In 2017 the survey was run over two weeks in September. A total of 1610 responses were received to the survey. While the most significant cohorts were undergraduate students at 63%, they were followed by Masters by coursework students at 14%. Approximately one third of all PhD students responded. Thirty per cent of student responses were from international students, mostly onshore. Overall this is a significant enough sample to consider these results to be an accurate reflection of the opinions of the Library's clientele. The results benchmarked the Library in the top 25% of university libraries, an excellent outcome for the Library.



The Library has developed a resulting action plan which includes improving access to digital resources for example via the development of a single sign-on. A summary of [Library actions/response](#) to the feedback has been posted on the [Library webpage](#).

## VICE-CHANCELLOR'S AWARDS

The Vice-Chancellor's Awards are an opportunity to recognise the exceptional practice and outstanding contributions of individuals and teams to Victoria University, and beyond. These awards are one way to showcase the extraordinary work that is taking place across the University. In 2017 eight awards were conferred, and two of these were to the Library:

Firstly, the **Career Achievement Award** went to University Librarian Ralph Kiel for his significant contributions to student learning and the student experience, service, engagement and innovation at Victoria University. Ralph Kiel explained why he enjoys working at VU Library in the [video](#) titled Congratulations Ralph Kiel, recipient of the Vice-Chancellor's Award for Career Achievement 2017.



**Excellence in Professional Services and Innovation Award** went to the Library Extended Opening hours team

Secondly, the **Excellence in Professional Services and Innovation Award** went to the Library Extended (24/5) Opening Hours Team. In response to student demand and the 2015 Library client survey, the Library piloted extended 24/5 opening hours at Footscray Park and City Flinders Learning Commons in 2015. Extended 24/5 opening hours continued in 2017 and are now embedded in the normal operations of the Library. The team of campus libraries managers, Garry Potter, Peter Ring and Jenny Comley, responsible for implementing this initiative worked together to ensure the continuous innovation of Library services and to support the flexible learning needs of students by providing greater access to facilities and learning resources.



University Librarian Ralph Kiel receiving the Career Achievement Award from Vice-Chancellor Peter Dawkins



## LIBRARY CHAT

The introduction of LibChat in February 2015 as the first source of Library online enquiry has been a positive one. The service has provided an alternative option of Library contact to the more traditional online services of phone and email. Chats or conversations with potential, future, current and/or past students and staff have provided another level of client interaction not previously provided and is a valued avenue of communication in an increasingly online educational environment.

Library staff have transitioned from solely supporting the physical Library into roles appropriate for the Library in an online world, developing the skills and capabilities required to meet blended learning environments requiring staff with strong digital information skills, analytical proficiency and computer literacy.

From a slow start with limited hours, the service is now available Monday-Friday 9am-5pm with extended hours until 8pm Monday-Thursday during semester.

A total of 616 Chats in 2015 grew to 973 in 2016. In July 2017, a LibChat 'pop-up' was embedded into the EBSCO Discovery Service (EDS) and linked within the Learning Management System (VU Collaborate) which saw Chat sessions quadruple within one month, leading to a total of 3543 Chat sessions in 2017. Thirty-seven rostered Library staff interacted with clients in numerous exchanges – over 70,779 exchanges with an average duration of nine minutes.

Our challenge for 2018 is extending the hours of service to weekends, expanding the FAQ Knowledge database with increased public views, continuing the growth in client contact and supporting the introduction of VU Online in Semester 2.

## REPOSITORY

In 2017 [Victoria University Research Repository](#) reached the milestone of having over 20,000 research papers and theses available in the repository.

The repository's underlying database was upgraded during the year 2017 in order to make use of updated statistics and searching modules. The statistics module now does better filtering of known crawlers and bots while the search module is allowing users to refine their search results with a variety of facets such as year, subject, or if the item is open access.

On the topic of statistics, Victoria University is one of four Australian Universities participating in a pilot of IRUS-ANZ (Institutional Repository Usage Statistics Australia and New Zealand). This trial is based on the successful IRUS-UK model that provides consolidated statistics on repository activity in a format that is standards based i.e. compliant according to COUNTER. COUNTER provides the standard that enables the knowledge community to count the use of electronic resources. The pilot is being jointly run by CAVAL and Jisc (a membership organisation, providing digital solutions for UK education and research).

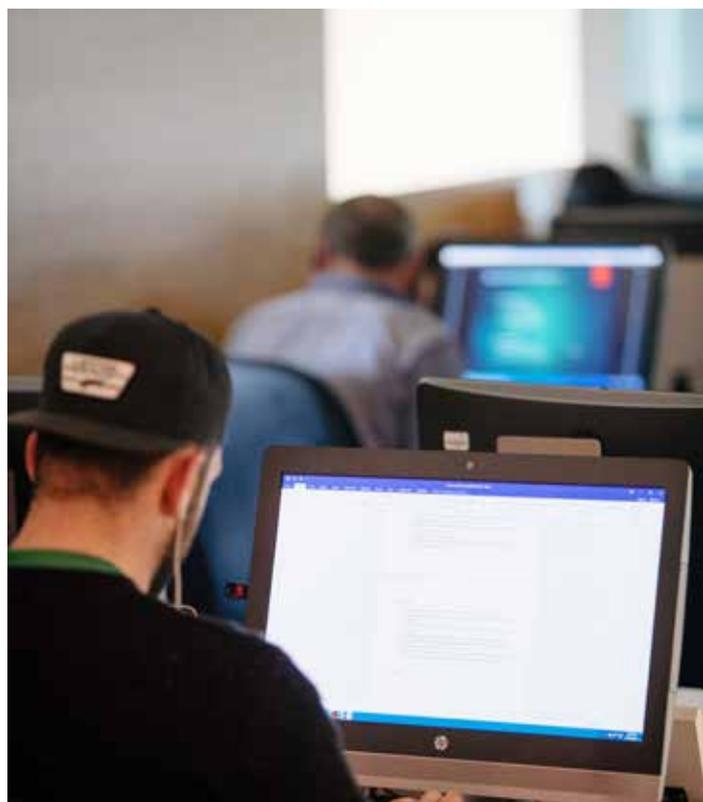
# VU STRATEGIC PILLAR 1: POSITION OURSELVES AS AN OPEN AND EXCELLENT UNIVERSITY

## EDUCATION SERVICES SUPPORTING STUDENT SUCCESS

### FIRST YEAR MODEL AND CURRICULUM INPUT

From about the middle of 2017, it was clear that the University was embarking on a radical transformation of its first year offering. In particular under the new First Year Model, the University would offer students the ability to study their chosen degree course in sequential blocks, completing *one single unit and its assessment at a time*, across four weeks, before moving to the next unit.

An ambitious project to redesign all first year units was commenced, and the College Librarians and their staff were integral partners in the design and development of the new block units working alongside faculty, learning designers, learning technologists and learning support staff. The designs aimed to maximise active learning and interaction, and to achieve success early to build confidence and motivation. The project succeeded. The first Block 1 units were ready for the start of Semester 1, 2018.



## COPYRIGHT RESOURCE TO SUPPORT TEACHING

Jennifer Murphy, Educational Services Librarian and Ingrid Unger, Copyright Officer designed and produced an interactive video: '[Copyright for Teaching in Australian Universities](#)'. The resource is aimed at university teaching staff to provide general information regarding copyright in a university teaching context. The resource is included in VU Develop, the University's new professional planning and development system for easy access for all staff.

## ACCESS TO INFORMATION RESOURCES

### IMPROVED DATABASE LIST

The display of the individual database pages on the [Library website](#) was changed in 2017 to make them more user-friendly. A confusing search box at the top of the page was removed, and the link to connect to the database is now more obvious and prominent. Unnecessary links and text have also been removed to reduce clutter, and an increased font size and more white space has made the page much clearer and easier to read.



Before and after

## READINGS ROLL-OUT AND PEPPERING

*Readings*, the eReserve Plus reading list management system, went live in 2017. The College Librarians were involved with helping the Colleges get their reading lists into VU Collaborate, and the Library's *Readings* processing team processed the reading requests which needed to be located or checked. In March 2017, there were around 400 readings in the system, relating to around 30 units. At the end of 2017, there were over 3,000 readings for over 300 units.

In May 2017 the system was upgraded to allow the insertion of embedded links to readings and groups of readings within the text of the VU Collaborate unit space (the functionality known as 'peppering'). This functionality enables students to access a reading in context without having to navigate to the reading list to find it.

## AUSTRALIA'S HEALTH TRACKER BY AREA WIDELY ACCESSIBLE

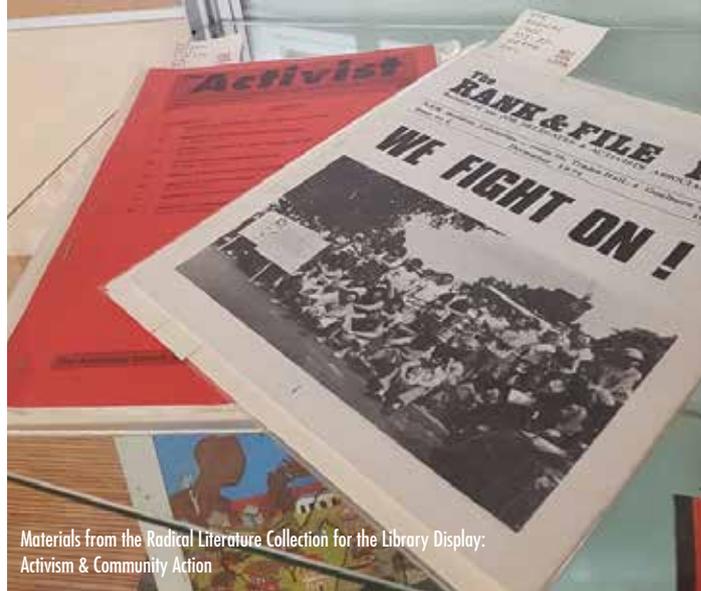
The Australian Health Policy Collaboration, a research institute of Victoria University, created an interactive application that lets users map and graph a variety of chronic diseases, conditions and their risk factors. The Library has helped to make this resource more widely accessible by creating a Research Data Australia entry for [Australia's Health Tracker by Area](#) and by minting DOIs for the associated reports.



## SPECIAL COLLECTIONS: DONATIONS AND PROMOTION

During 2017, under the new leadership of Jennifer Murphy, a number of initiatives around managing the Special Collections were undertaken. These included increasing the shelving capacity, cataloguing new donations and archive material that was previously embargoed, and creation of new promotional material.

The [Special Collections](#) are a valuable research resource, and VU's Special Collections have strong threads of radical literature, particularly Australian Communist literature, much of which is rare or unique. Women and urban planning also feature across the Collections.



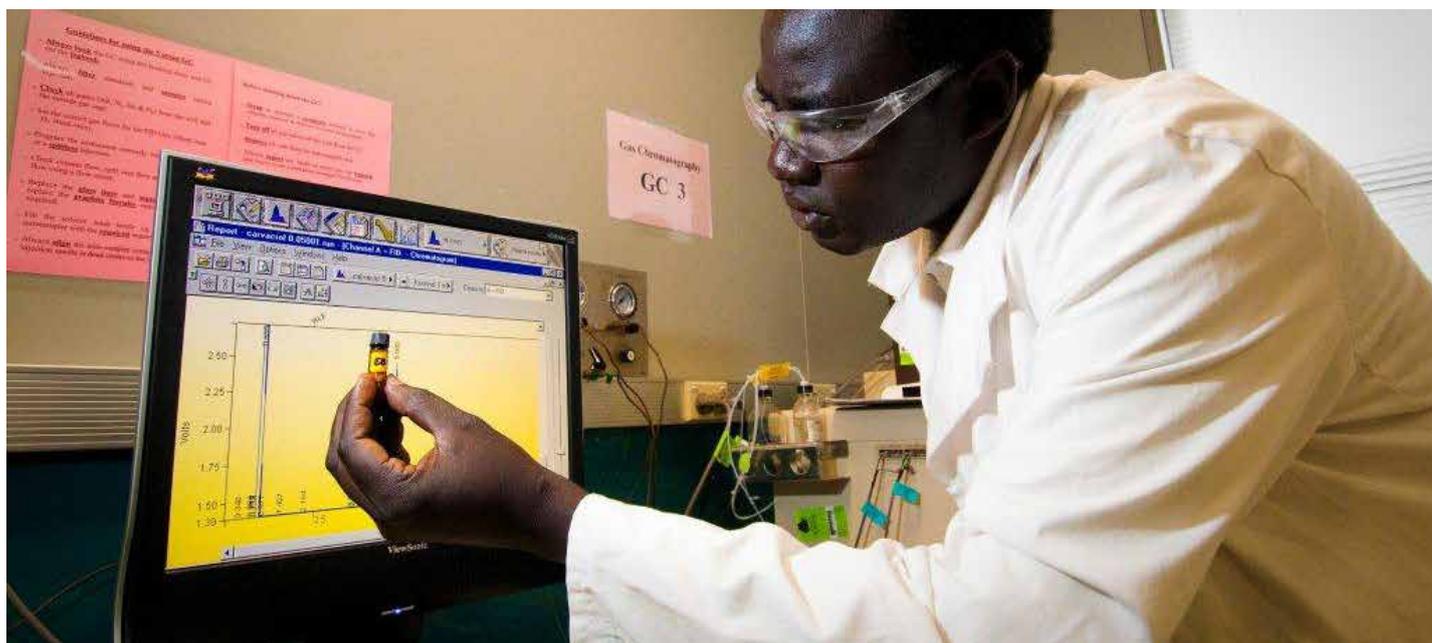
Materials from the Radical Literature Collection for the Library Display: Activism & Community Action

There are collections that give a picture of the people who donated them like Ray Verrills, John McLaren, Sir Zelman Cowen, and Ruth & Maurie Crow. Other collections focus on Australia's neighbours including Papua New Guinea and Timor-Leste.

In order to enhance the visibility of the Special Collections, a new online resource (available on Vimeo) introduced three researcher stories highlighting use of material in the Special Collections. [The researcher stories](#) – Katherine Keirs, Claire Collie and Leon Conway – provide an insight into how the special collections material has been successfully used, showcase the researcher's affinity to particular material, and highlight the experience of finding that unexpected treasure.

## RESEARCH DATA ENVIRONMENTAL SCAN

The Library completed an Environmental Scan of the Research Data Management landscape in 2017. There has been a fair amount of change in the area since the previous scan was conducted two years ago. The scan focussed primarily on the role the Library plays in research data management, with a focus on services and support and providing the requisite infrastructure to ensure that data meets the FAIR principles of Findable, Accessible, Interoperable, and Re-usable.



# VU STRATEGIC PILLAR 2: PURSUE A TRANSFORMATIONAL AGENDA



## ENGAGEMENT ACTIVITIES

### DE-STRESS FESTIVAL

In 2017 the Library received a grant via the Student Services and Amenities Fees to develop the "PAWS the Pressure" therapy dog program into a broader "De-stress Festival". The main aims of the festival was to increase engagement with students and to support student health and well-being.

The De-stress Festival was held in first and second semesters. Activities held during the festivals included: therapy dog visits to campus libraries, meditation classes, yoga classes, craft activities, giant puzzles and games, free coffee, free fruit, and a massage chair.

Students who participated in the events were encouraged to provide feedback on their experience. There was overwhelming support for the festival. Students indicated that the events encouraged them to take a break from their study and that they felt more relaxed and energised afterwards. Some of the feedback received included:

*"Great & important!"*

*"The de-stress festival is a good idea to allow students to take a break from studying, especially when exams are approaching and stress/anxiety levels are high at this time of the year"*

*"Good initiative which should be deployed on a regular basis, to help aid stress levels"*





John Young's works are displayed at City Flinders campus.

## ART COLLECTION: LATEST ACQUISITIONS

To introduce Victoria University's two latest art acquisitions, an Artists' Talk was held in October 2017 at Footscray Nicholson campus. The two artists whose artworks were acquired for the VU Art Collection are: NSW artist Jaye Early, winner of the University of Melbourne Murrup Barak Award in the 2015 Koorie Art Show at Koorie Heritage Trust, and John Young who has had more than 60 solo exhibitions and over 160 group exhibitions.

Each artist outlined the phases of their artistic journey to an audience consisting of Visual Arts teachers and students and Library staff. The first artist to speak was Jaye Early whose work *Your Passivity Seduces No One But Yourself* was purchased in 2016 and can be seen on level 2 at Footscray Park Library. In his paintings, Jaye investigated the theme of personal and private experiences within public spaces. For inspiration, he uses the opportunities that social media technologies (Facebook, Twitter) provide to reveal how images are constructed and maintained both as a visual language and a strategy of self-disclosure.

The other artist to speak was John Young. His two works called *None Living Knows #3* and *None Living Knows #7* were acquired in 2017. John's works were jointly funded by the Sid and Fiona Myer Foundation and the Library and are hung in the foyer on Level 13, City Flinders campus. Everyone present found the talks very different but equally engaging. The event was followed by refreshments and gave the students a chance to talk to the artists.

## TIMOR-LESTE PUBLICATION IN RESEARCH REPOSITORY

VU Library continues to support the University's engagement with Timor-Leste, most recently by making Timor-Leste research publications available via the VU Research Repository. In 2017, the main publication added was a report on the Victoria University and *Universidade Nacional Timor Loro Sa'e* (UNTL, National University of Timor-Leste) joint conference. The conference's theme was *Finding Pathways to Achieve the Sustainable Development Goals* (SDGs) and attracted some 200 conference participants including lecturers, students, and Timorese government members.

## OPEN ACCESS WEEK: TALKS ABOUT OA PUBLISHING

The annual VU Library OA week event was held on Tuesday 24 October at Footscray Park Library. The topic was: *The benefits to researchers of open access publishing* and the event included a presentation by Ginny Barbour previously recorded specifically for the occasion, and presentations by two representatives of scholarly publishers: James Mercer, Regional Sales Director, Southeast Asia & Oceania at Springer (Nature) and Mark Robertson, Publishing Director, Asia Pacific at Wiley-Blackwell. There was quite a good attendance and after the two presentations, there was a lively question and answer session where James and Mark fielded many probing questions.

## INVOLVEMENT IN CAMPUS REDEVELOPMENT (CITY AND SUNSHINE PRECINCTS)

During 2017, Victoria University progressed design of a new University building in the city (Little Lonsdale Street), as well as a new University building on its Sunshine campus. The Library was involved in documenting the Library's requirements for each building project around informal learning, collection and support spaces. It is anticipated that as these projects progress in 2018, the Library will be required to provide more detailed input.



Jaye Early presenting his work to Visual Arts teachers and students and Library staff

## RECORDS & ARCHIVES SERVICES: HIGHLIGHTS

The highlights of 2017 include going out to the market and shortlisting several products to replace the existing Electronic Document and Records Management System which is no longer fit for purpose. The tender documentation (RFP) is finalised and will be circulated to the shortlisted vendors once the budget has been approved which is likely to be in 2019.

A 15-month project to record and consolidate multiple personnel file series into one single solution is now complete. The outcome has improved the ability to search for personnel files, improve internal business processes and is a precursor to the automation of electronic record keeping within People and Culture.

Towards the end of 2017, a new project commenced to remove over 15,000 archive boxes containing University records from the Land Titles Office as part of the Queen Street precinct redevelopment. All records will be removed from the site by May 2018.

## APPLICATION AND OPERATION OF THE FREEDOM OF INFORMATION ACT 1982

The *Freedom of Information Act 1982* (the *Act*) provides members of the public with a general right to access information held by Victorian agencies. Victoria University is subject to the provisions of the *Act*, and has procedures in place to ensure it meets its compliance obligations. Requests for access to documents under the *Act* must be made in writing to the University's Freedom of Information Coordinator and accompanied by the prescribed application fee.

### 2017 Activity

In 2017, the University received 14 requests for access to documents under the *Act*. Most requests were from current or former students or staff, who were seeking information relating to themselves, or information about matters in which they were involved. The following table details activities during the reporting period:

ACCESS TO DOCUMENTS	
Requests	14
Requests refused	0
Decisions to release	
– In part	3
– In full	6
Decisions denying access in full	0
Decisions where no documents identified	1
Requests not proceeded with by the applicant	2
Requests not finalised by the end of 2017	2
FOI Commissioner reviews	1
Victoria Civil and Administrative Tribunal appeals	0
Requests receiving timely responses	11

Further information regarding Victoria University's Freedom of Information procedures is available at: [www.vu.edu.au/freedom-of-information-foi](http://www.vu.edu.au/freedom-of-information-foi)

During 2017, the VU Archives set out to build upon the attention they had attracted during the Centenary. Among projects linked to the Centenary were the transfer of materials from Centenary Programs; the appraisal of material dating back to earlier days of the Footscray Technical School and College; and the rehangng of the Centenary Exhibition.



Phase 1 of the Centenary Exhibition now hangs in Building T at the Footscray Nicholson campus.



## STAFF UPDATE

### VU DEVELOP PARTICIPATION

The University implemented a new platform (PageUp) and process for staff learning and development planning in 2017. The Library once again set the internal benchmark by achieving 100% participation in using the new system to create individual annual development plans. The new platform, named within the University as VU Develop, included a learning management dimension with a learning and resource portal. The Library took the opportunity to add to the portal, its learning resources and training opportunities for University staff, contributing to personalised and trackable formal and informal learning.

### LIBRARY AND RECORDS AND ARCHIVES: COMINGS AND GOINGS

In 2017, Sandra Pickett commenced as Manager, Records and Archives Services.

Peter Ring, Manager, Campus Libraries (CBD) and Karina McFarlane, Librarian at Footscray Nicholson Campus Library resigned.

### LIBRARY AND RECORDS & ARCHIVES SERVICES: ANNUAL AWARDS

The 2017 Library and Records & Archives Services Awards were presented at the December Library Staff Meeting, and the results were as follows:

#### OUTSTANDING CONTRIBUTION AWARD

Award presented to Lou Connell and John Tripotseris

*"Lou and John have provided exemplar service to the College of Business for in excess of 10 years. They have gone above and beyond to understand the needs of the college and their students. They regularly attend college meetings to understand the pressures the college is facing and are always more than willing to help staff add material on VU Collaborate and to help students in any way. They run academic skills workshops after hours without hesitation. Lou and John are an integral link to the success of students and staff in the College of Business".*

#### SERVICE AWARD

Award presented to Robyn Bousie

*"Robyn has been a tireless and exemplar member of the VU Campus Library team for more than 20 years, from supporting students at the Newport Campus Library, to working as a Librarian at both Footscray Park and the City Libraries. Robyn has always been very professional, flexible, and is always willing to help her colleagues. This year Robyn has most notably provided outstanding service to support LibChat, personally handling over 250 queries and on many occasions volunteering to cover extra shifts at short notice."*

#### INNOVATION AWARD

Award presented to the *Readings* (eReserve Plus) Student Reading List Software Project Teams

*Readings* is the tool that allows teaching staff to store, review, organise and share student readings within [VU Collaborate](#), and comply with copyright requirements. The innovation award was presented to three Library teams:

**Readings Data Migration Team:** Phung Tran, Khanh Dang, Trang Nguyen, Vien Nguyen, Theresa Pfeiffer, Tom Nemeth and Nadia Ghaly

*"This group of staff successfully migrated over 2,000 readings in a matter of weeks from the legacy Sierra system to the new e-Reserve Platform. They are a shining example of staff being able to quickly acquire the skills to effectively work in an unfamiliar digital environment to help the University with success stories for blended learning in the year".*



From left to right: Lesley Nelson, Tom Nemeth, Trang Nguyen, Khanh Dang, Ralph Kiel, Pam Abalo, Linda Forbes and Lou Connell

**Readings Platform Functionality Team:** Lesley Nelson and Jennifer Murphy

*"Lesley and Jennifer have worked tirelessly to enhance the functionality of the eReserve platform to match the needs of academic practice in a blended learning environment. Their assistance in the development of the 'peppering' resource linking functionality helped complete a complicated integration between the eReserve platform and unit templates sitting behind the Brightspace security certificates. VU became the first University to apply this functionality to our LMS".*

**College Librarians:** Lou Connell, Murray Greenway, Linda Forbes, Pam Abalo and Suzanne Poliness

*"The College Librarians provided training to College faculty, and assisted with the rapid implementation and uptake of Readings by activating the system within unit spaces as well as sourcing, uploading and entering the data for material on behalf of faculty during the busy semester one period".*

## LONG SERVICE LUNCH

On Thursday 16 November, the annual Library staff long service lunch was held at *At 43 Café* in Yarraville. This is an annual event where VU Library acknowledges and celebrates the loyalty of staff who have been at the Library for 10, 15, 20 and 25 years. In 2017 there was a near record 18 staff eligible and 12 staff attended. As usual, it was a pleasant event, and everyone seemed to enjoy themselves. The celebrated staff included (seated left to right) Adrian Gallagher, Jennifer Murphy, Sarika Singh, Linda Yusuf, Tracy Dexter-Ingram, Monica Brabet, Panga Iem, Ralph Kiel (standing), Phung Tran, Vien Nguyen, Robyn Bousie, Suzanne Poliness, Jessica Cummins, Karina McFarlane and Angela D'Souza.

## PUBLICATIONS AND PRESENTATIONS

Jayasuriya, K, Kuljanin, D, Petsinis, T & Van Staden, R 2017, 'A partnership approach for assisting students through a 'one-stop-shop', *Association for Academic Language and Learning (AALL) Conference 2017*, Geelong, Australia, 1-3 November 2017, <[https://aallconference2017.com.au/PDF-Presentations/Petsinis\\_AALL\\_presentation\\_1Nov17\\_final\\_rev%20KanchanaDanaRudiTom.pdf](https://aallconference2017.com.au/PDF-Presentations/Petsinis_AALL_presentation_1Nov17_final_rev%20KanchanaDanaRudiTom.pdf)>.

Massey, G 2017, 'Lightning Talk on the JUSP Pilot', *CEIRC Datasets Coordinators Meeting*, Sydney, 13 February 2017.

Singh, S & Scholz, K 2017, 'Using an e-authoring tool (H5P) to support blended learning: librarians' experience' in H. Partridge, K. Davis, & J. Thomas. (Eds.), *Me, Us, IT! Proceedings ASCILITE2017: 34th International Conference on Innovation, Practice and Research in the Use of Educational Technologies in Tertiary Education*, University of Southern Queensland, pp. 158-162, <<http://www.2017conference.ascilite.org/wp-content/uploads/2017/11/ASCILITE-2017-Proceeding.pdf>>.

# VU STRATEGIC PILLAR 3: ENSURE FINANCIAL SUSTAINABILITY

## BUILDING LIBRARY ONLINE SYSTEMS AND SERVICES

### IMPLEMENTATION OF EBSCO 'HARVESTING'

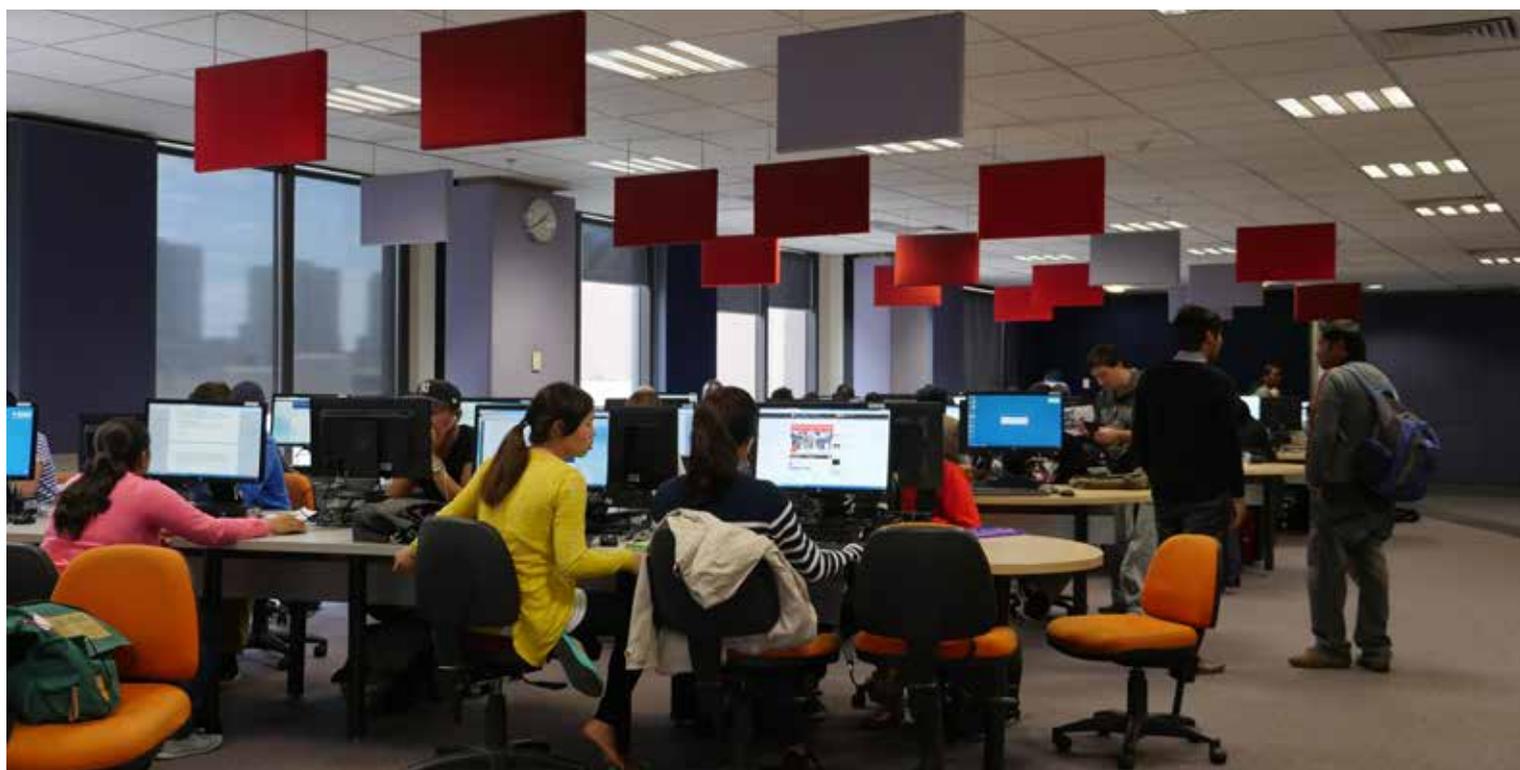
Updating the catalogue holdings in the Library's EBSCO Discovery Service (the Library Search) has been improved due to the implementation of EBSCO's Sierra Harvester API. Previously, new and updated and deleted records were uploaded by batch from the Library management system (Sierra) to EBSCO on a weekly basis. Once a year there was a total catalogue "refresh" which took several days to ensure both systems were in sync. Now the API automatically harvests any new or changed catalogue records from Sierra and adds them to the Library Search every day. Deletions are handled by a weekly catalogue refresh which is completed overnight to minimise disruption. This ensures the Library Search catalogue holdings are more up to date and accurate.

### LIBRARY JOINED JISC USAGE STATISTICS PORTAL (JUSP)

VU, along with 17 other Australian and New Zealand Libraries, joined the CAVAL Jisc (Joint Information Systems Committee) Usage Statistics Portal in 2017. The JUSP service gathers COUNTER compliant usage statistics using the SUSHI (Standardized Usage Statistics Harvesting Initiative) protocol from participating publishers.

JUSP has enabled the detailed data needed to make decisions about subscription renewals to be produced in one place. The data has also been used for detailed reporting that was not possible before – such as running JR5 (usage by publication year) reports across multiple vendors to make decisions about the purchase of journal archives. Towards the end of 2017 a range of new reports on eBook, Database and Platforms became available, and some new Tableau visualisations were added, which has further enhanced the value of the service.





## ACQUISITIONS: ACCESS-TO-OWN MODEL INTRODUCED

Further investigation and trialling of publisher and aggregator options for acquisition was carried out during the year. The aim is to find the best mix of acquisition options that will provide access to the maximum amount of relevant content within the constraints of the budget allocation. In addition to Patron driven, Evidence Based and firm order acquisition, the Access-to-Own (ATO) model available on Ebook Central was introduced.

The ATO model enables access to front-list titles that can be browsed without charge, while paying only for those titles that are used for an extended period, thus usage validates the expenditure. Under this model, 10,622 titles from 11 prominent publishers were made accessible and 938 titles were purchased. The use of multiple acquisition options enables access to a far larger range of titles than the limited range if the Library had to purchase the material outright.

## SINGLE SIGN-ON FOR ONLINE RESOURCES AND SERVICES

During 2017 major progress was made towards Single Sign-On for all Library online resources and services. Most Library resources and services can now be accessed by VU users with their MyVU login, instead of ID and Library PIN. The project included changes to the Library's proxy software which enables users to access online resources from off campus. Many thousands of links on the Library website, Library Search, Library Catalogue, Libguides and eReserve Plus (*Readings*) needed to be updated.

The bulk of the changes were scheduled for the end of 2017 to minimise disruption, and the changeover was completed by the start of semester 1, 2018. Authentication with ID and PIN will still be available for external and reciprocal borrowers.

## NEW OPEN ACCESS JOURNAL

In March 2017 the Library published another online journal called *Breaking Out: Journal of Community, Schools and Social Justice*. The journal seeks to bring teachers, education academics, parents and students in Australia together to critically discuss contemporary issues in teaching and learning. The URL for the new journal is [breakingout.vu.edu.au](http://breakingout.vu.edu.au).

## REAL TIME MAPS FOR MYPC BOOKINGS FOR STUDENT PCs

A new module for the PC booking software enables users to locate on real time maps which PCs are available. Maps for each Campus Library, which are made available on the Library website under [PC & room booking](#), demonstrate to students which PCs are currently not in use by another user.

This will help students to identify free PCs and will make the use of Student PC fleet more efficient. Moving to this new module makes it also easier for Library staff to maintain the maps and reflect changes in the PC layout a lot quicker with the visual display. The new maps can be found at [www.vu.edu.au/library/use-the-library/pc-room-booking](http://www.vu.edu.au/library/use-the-library/pc-room-booking).



# VU LIBRARY IN NUMBERS

TABLE ONE: FINANCIAL SUMMARY

Budget	2014	2015	2016	2017
Information resources (books, eBooks, back-sets)	\$2,174,431	\$2,342,437	\$2,436,286	\$2,546,780
Information resources (current journals)	\$2,604,649	\$2,833,591	\$3,444,283	\$3,548,500
<b>Total Information resources expenditure</b>	<b>\$4,779,080</b>	<b>\$5,176,028</b>	<b>\$5,880,569</b>	<b>\$6,095,280</b>
Copyright non-salary expenditure	\$926,918	\$862,907	\$828,486	\$801,823
Depreciation	\$2,790,850	\$2,680,099	\$2,659,298	\$2,914,038
Other non-salary expenditure	\$1,123,575	\$1,087,719	\$1,100,021	\$897,179
<b>Total non-salary expenditure</b>	<b>\$6,829,573</b>	<b>\$7,126,654</b>	<b>\$7,809,076</b>	<b>\$7,794,282</b>
Library salary expenditure	\$7,035,849	\$6,657,646	\$6,954,376	\$7,429,078
Copyright salary expenditure	\$62,312	\$60,129	\$70,156	\$68,730
<b>Total salary expenditure</b>	<b>\$7,098,161</b>	<b>\$6,717,775</b>	<b>\$7,024,532</b>	<b>\$7,497,808</b>
<b>TOTAL</b>	<b>\$13,927,734</b>	<b>\$13,844,429</b>	<b>\$14,833,608</b>	<b>\$15,292,090</b>

TABLE TWO: STATISTICAL SUMMARY

Facilities & Equipment	2014	2015	2016	2017
Libraries	7	7	7	7
Library visits	1,290,159	1,154,573	1,182,169	1,081,327
Seats/study spaces	2,614	2,614	2,614	2,637
Library resources (collection) size				
Books, DVDs, CDs, Kits	414,983	403,258	388,933	365,076
eBooks <sup>1</sup>	571,716	677,913	1,068,584	880,685
Streamed videos			77,781	68,808
Print Journal titles	-	-	-	4,683
Electronic Journal titles	69,007	74,878	72,385	81,371
Journal titles <sup>2</sup>	69,523	75,149	72,667	86,054
VU Research Repository full-text downloads	505,767	591,075	600,422	551,251
VU Research Repository open access full text	3,383	3,922	4,527	5,163
Resources Usage				
First time print loans (including non-students)	112,754	89,568	74,441	44,707
Total loans and renewals	341,540	279,723	235,849	167,805
Total eBook downloads <sup>3</sup>	-	-	303,542	323,555
Full-text journal downloads <sup>4</sup>	1,416,059	1,381,647	1,381,647	1,636,225
Library website visits	858,627	707,850	753,165	747,944
Resources Sharing				
Document Supply items received	1,504	1,504	1,515	1,249
ArticleReach items received	3,155	3,844	2,062	2,164
Bonus items received	3,550	3,181	2,355	2,360
Total items received	8,209	8,529	5,932	5,773
Document Supply items supplied	932	1,065	1,060	1,049
ArticleReach items supplied	915	975	1,060	730
Bonus items supplied	3,725	4,920	4,116	3,522
Total items supplied	5,572	6,960	6,236	5,301

## CLIENT COMMUNICATION

TABLE THREE: CLIENT COMMUNICATION

Communication Services usage	2014	2015	2016	2017
Telephone enquiry service	2,969	2,709	2,299	1,851
Email enquiry service (LibAnswers)	405	363	432	441
Chat enquiry service (LibChat)	N/A	616	973	3,543

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

<sup>2</sup> Journal titles accessible – both print and electronic

<sup>3</sup> Total downloads of chapters or full books from subscribed and owned eBooks

<sup>4</sup> Full text article downloads from a selection of Library databases



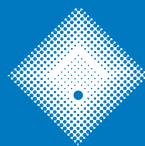
## COLLECTIONS

TABLE FOUR: COLLECTION SIZE

Collection size	2014	2015	2016	2017
Books, DVDs, CDs, Kits	414,983	403,258	388,933	365,076
eBooks	571,716	677,913	1,068,584	880,685
Streamed videos <sup>1</sup>			77,781	68,808
Journal titles (both print and electronic)	69,523	75,149	72,667	86,054
VU Research Repository open access full text	3,383	3,922	4,527	5,163

<sup>1</sup> Streamed videos: prior to 2016 these were included in eBooks statistics.





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