MISSION

OUR PURPOSE

Victoria University Library is integral to the University’s mission and vision by empowering students and staff access to the world’s knowledge, providing excellent learning spaces and services, and contributing to the University’s transformation of its learning, teaching and research.

VISION

HOW WE SEE OURSELVES ACHIEVING OUR MISSION OVER THE NEXT FEW YEARS

The Library will:

• Support each student pursue a flexible, personalised learning journey

• Deepen partnerships with the teaching colleges and schools and Victoria Polytechnic

• Contribute to developing 21st century skills, primarily addressed through the team-based design, development and delivery of block mode units

• Seek further partnership opportunities with VU Research

• Renew scholarly information resources in line with the interdisciplinary flagship research themes: Sport, Health and Active Living; and Sustainable Industries and Liveable Cities

• Enhance the digital dexterity of students and staff

• Re-conceptualise and build virtual services

• Constantly refresh staff capabilities to deliver on this vision and mission

• Provide a focus on the west of Melbourne through the art and special collections

• Evaluate the Library’s contribution to student success and The VU Way

• Advocate for, and contribute to, open access to research and education resources
IN PERSPECTIVE

A major development at Victoria University in 2018 was the introduction of the First Year Model (FYM), designed specifically to smooth the transition from school and work to University, and provide the conditions where students are more likely to succeed. The FYM was based on a fundamental redesign of every first year unit from a 13-week delivery, to a four-week, sequential delivery. Under what became known as the Block 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.

In an ambitious project to redesign all first year units, the College Librarians and their staff were integral partners working alongside faculty, learning designers, learning technologists and learning support staff in the design and development of the new block-based units. As well in 2018, the Business Librarian contributed to the design and development of VU's first fully (100%) online course, an MBA offered by Victoria University Business School, which went live in September.

In a related project, some Library spaces were refurbished as Learning Hubs to accommodate the complementary activities, an inherent feature of block or intensive mode delivery units. The Learning Hubs provide students with “complementary activities” which are compulsory for first year students, workshops which are voluntary for all students, and drop-in sessions where individuals or groups are assisted by library staff, learning advisors and student mentors via a range of learning services including careers, library, and educational support.

After a successful few years with the Library since mid-2014, VU Records and Archives Services was transferred back to Planning (governance) in the middle of 2018. As well, the broader organisational orientation of the Library changed in late 2018 with a move from the Learning, Information Quality Portfolio to the Students Portfolio where it joined Student Services, Student Administration, and Student Participation and Success.

The new structure has the two Associate Librarians reporting to the PVC Students, with the duties of the former University Librarian (who retired in May 2018) split between the PVC and the two Associates. The Associate Librarian Scholarly Information Services resumed responsibility for Campus Libraries, and the Associate Librarian, Information Resources, Systems and Infrastructure took on responsibility for VU Technical Services (laboratory support services).

Regrettably however, VU Library was required to reduce its 2019 budget by 5%, resulting in a number of service changes including the cessation of BONUS and 24/5 extended hours, and some information sources cancellations.
PEOPLE
In 2018, the First Year College Science, Technology, Engineering and Maths (STEM) group led by Learning Designer Rosy Borland included Scholarly Information Services Librarians Jennifer Murphy and Linda Forbes.

The College and Scholarly Information Services Librarians have continued to be part of the blocking of curriculum at VU. Each College Librarian is on one of the Beyond First Year Curriculum Design teams as part of the Intensive Design & Development process which is planned to deliver ‘blocked units’ in a supportive environment and in a timely manner.

Some examples of what they do:

• Provide learning resource suggestions aligned to unit content such as book chapters, videos, video clips and Open Educational Resources (OERs). To introduce the option of using OERs to teaching staff, Scholarly Information Services staff published the Open Educational Resources (OERS) Library Guide, which also addresses the question of quality of OERs, how to create them, and important licencing information.

• Create Library Guides such as Evaluating information: Evaluating websites and Digital Objects (student resources) which can be added to VU Collaborate (the learning management system).

• Facilitate use of streaming video and permanent e-book chapter links.

• Advise on copyright and learning resource licences, and how to manage the Readings module in VU Collaborate.

They also provide Digital Literacy and Inquiry Study Essential workshops via the Learning Hub, and advice on scaffolding student skills through second and third years.
AWARDS, WELCOMES AND FAREWELLS

The 2018 Library Awards were presented at the Library Staff Forum held in November.

OUTSTANDING CONTRIBUTION AWARD

Suzanne Poliness, College Librarian (Health & Biomedicine, Victoria Polytechnic) and Kirstin Scholz, Scholarly Information Services Librarian, for an outstanding and sustained contribution to a specific aspect of the University’s operations.

SERVICE AWARD

Josie Cipollone, Library Officer (Footscray Park), for excellence in service and displaying the qualities of resilience, flexibility and adaptability.

INNOVATION AWARD

Julie Gardner, Digital Repositories Coordinator, Jennifer Murphy, Educational Services Librarian, Barbara Gutthann, Digital Services Officer and Yimin Zeng, Digital Services Officer (Systems Support) for their innovative work establishing a framework and workflow for the development of the VU EasyRef online referencing tool that use Creative Commons HTML code.

STAFF ARRIVALS

• Lesa Maclean, Information Resources Librarian

• Rachel Neumann, Manager, City Libraries

• Paul Quilty, Scholarly Information Services Librarian

STAFF DEPARTURES

• Matthew Adcock, Information Resources Librarian

• Ralph Kiel, University Librarian

• Lesley Nelson, Library Systems Coordinator

• Paul Quilty, Scholarly Information Services Librarian
FAREWELL TO RALPH KIEL

University Librarian Ralph Kiel retired from Victoria University on 9 May 2018.

Ralph served as the University Librarian for Victoria University since 2009 after a long career as a Teacher, Librarian and Manager. From 1977 to 1994, Ralph worked as a teacher in a variety of Secondary Schools both in Australia and in China. From 1995 to 1999, Ralph was Reader Services Librarian and Manager of Moorabbin Campus Library, Chisholm Institute.

From 1999 to 2002 Ralph was Manager of the Business Library, RMIT University Library before moving on to an Associate Director role in the same Library. Finally before joining VU, Ralph was an Associate Librarian in the Information Systems Division and Reader Services Division of the UWA Library from 2002 to 2009. In addition to his responsibilities as University Librarian, Ralph served on many high-level boards and committees for Victoria University including Academic Board, Learning and Teaching Leadership Committee, Learning & Teaching Quality Committee, Research and Research Training Committee, Research Strategy Committee as well as serving on the Executive Board of the Council of Australian University Librarians and the CAVAL Products and Services Committee. This commitment to the wider University was recognised with a Vice-Chancellor’s Award for Career Achievement in 2017.

The last Library Management Team meeting, from left: Sandra Pickett, Ben Humphreys, Angela D’Souza, Ralph Kiel, Adrian Gallagher, Lyn Wade and Jenny Comley (Photographer Frances O’Neil)
VICE-CHANCELLOR’S AWARDS

The Library was involved in two projects that were recognised in the 2018 Vice-Chancellor’s Awards:

**LibChat**, the Library Online Chat Service Team which included Jenny Comley, Tracy Dexter-Ingram, Sally Hand and Lesley Nelson, received a citation for excellence in professional services and innovation.

The team was recognised for embedding an innovative LibChat pop-up widget into the Ebsco Discovery Service interface and into VU Collaborate, which saw chat sessions between students and library staff quadruple within one month, with steady growth since. This has enhanced educative communication with library patrons and supports students’ learning journey in an online environment.

**The De-Stress Fest Team**, a cross-institutional endeavour involving the Library, Student Life & Leadership, VU Sport & Health and Counselling & Accessibility, with the Library represented by Cindy Mohammad, Garry Potter and Alexandra Tretiakova also received a citation.

The De-Stress Fest Team was awarded a citation for excellence in student engagement, for actively engaging with students to support their health and wellbeing during particularly stressful periods such as during assignment deadlines and exams, through a series of university-wide free activities.
**VULIB-SOLUTIONS**

*VULib-solutions* is a new digital suggestion box that VU Library has introduced in response to feedback that staff should have a way to quickly and easily express new ideas or suggest changes that could be made to improve VU Library’s service offering to students and/or improve staff satisfaction.

The system is hosted by a third party and is anonymous by default; however, individuals have the option to include their name in the comment if they wish. Suggestions submitted to this inbox are reviewed by the Library Management Team and those identified for further action are replied to and made publicly viewable on the suggestions webpage.

**VOICE STAFF SURVEY**

The University conducted its Voice Staff Survey in 2018. The least favourable responses – although still sitting above the organisational average – were change and innovation, executive leadership, communication and cooperation.

However, on the whole the Library results were positive with a result well above the university average in terms of passion/engagement, safety, role clarity, learning and development, processes and individual performance.
COLLECTIONS
In September 2018, Research Services Librarian Cameron Barrie presented his new 10 Sports Science Data Things to the Victorian e-research community via a webinar hosted by ARDC (formerly ANDS). 10 Sports Science Data Things is a self-paced learning program that provides an opportunity to explore issues surrounding management of research data, specifically for research students/researchers working with sports science data.

The activities in the learning program help research students/researchers to:

• Find, explore and evaluate data repositories.

• Understand data sharing and data citation.

• Complete their data management plan and better manage their data.

While VU is a relatively small research institution, it ranks second in Victoria in the sports science field and is producing a lot of data, from soccer player field-tracking data to tennis-emotion data. Cameron also showcased the new guide at the 2018 eResearch conference in Melbourne.
ROADSHOW

The 2018 Special Collection Roadshow focused on connecting special collections with the research areas of the University. Books, journals and pamphlets were sourced from six of the Special Collections to showcase what is available to support the research areas of ‘Building resilient & inclusive communities’, ‘Enabling healthy & active populations’ and ‘Supporting industry responses to change’.

The Roadshow visited Flinders Street, St Albans, and Footscray Park campuses. The 45 students and staff who stopped by were able to read material such as Living & partly living: housing in Australia, Priorities for health in Melbourne’s west: key health issues for action in 1987/88, and The Olympic village for the 16th Olympiad, Melbourne 1956. A full list of what was on show is available here.

NEW COLLECTION

VU Library was approached by Moondani Balluk to consider the creation of a Patrick Wolfe Special Collection based on material donated to Professor Gary Foley by the estate of Patrick Wolfe. The collection is the personal library of academic/activist Patrick Wolfe, and shows a time in history and his study of race, colonialism, Aboriginal histories, genocide, theories of imperialism, and the history of anthropology.

Patrick Wolfe held academic appointments at La Trobe University and University of Melbourne, and is a published author. His death in 2016 was noted by several organisations including RedFlag (Patrick Wolfe: scholar, activist and friend of Palestine), ANU Press (Patrick Wolfe, my ‘Bondhu’: In memoriam) and the Australians for Palestine Advocacy Group (In memoriam: Dr Patrick Wolfe).
EXHIBITION CELEBRATING AUSTRALIA’S NEIGHBOURS

During VU’s celebration of Multicultural Week, VU Library highlighted Timor-Leste and Papua New Guinea and Pacific materials from its Special Collections in an exhibition entitled ‘Australia’s Neighbours’ in the display cabinets on level two of the Footscray Park Library. To complement the exhibition and celebrate the week, the Library hosted an informal conversation and morning tea with students from Timor-Leste.

The Vice-Chancellor was very interested in meeting and talking with students from Timor-Leste and Papua New Guinea and in early October he hosted a ‘Cultural Diversity Lounge Chair Conversation’. It included a brief tour of the ‘Australia’s Neighbours’ exhibition along with a lively and engaged conversation with students from Timor-Leste, Papua New Guinea, Samoa and Indonesia studying at VU through the Australia Awards scholarships.

It was a rewarding event, with the students being able to give insight and personal reflections on some of the items in the exhibition, as well as share stories and information from their home countries and talk about their plans for the future after completing their studies.
OPEN KNOWLEDGE

With ‘Designing Equitable Foundations for Open Knowledge’ as the 2018 theme for international open access week, the Library organised activities (movie, interactive video, competition and stories) at VU to generate meaningful discussions about how to blend in fairness in the creation and circulation of open knowledge.

VU staff were invited to the screening of the movie Paywall: The Business of Scholarship, which examines the rationale behind the $25.2 billion a year paid to for-profit academic publishers. Paywall: The Business of Scholarship engendered viewers’ discussions around open access and the huge amount of money generated by the current model of scholarly publishing.

VU staff were also invited to watch a short interactive video to learn about open access and its benefits, and complete a quiz to go into a competition to win a prize.

They could also hear stories from colleagues about why open access matters to them and the impact it makes on their research and teaching at Victoria University. To enhance and facilitate teaching, a list of Open Educational Resources (OERs) was also provided.

VU THESES

Statistics of our digital theses indicated that in May 2018 there were 1,968 VU theses listed in our Research Repository, and 1,929 of these have the full-text of the thesis available for anyone to view. Many of these theses have been digitised from the print copies held at Footscray Park, as digital theses have only been requested since 2008, and did not become mandatory until much later.

Statistics are available from 18 August 2008, and the download statistics by mid-2018 were as follows:
PUBLICATIONS AND PRESENTATIONS


Murphy, J. (2018, September) First Year Model - where are the librarians? Paper presented at CRIG Forum: Library Impact and what it means for Teaching and Learning, Melbourne, Australia.


SPACES
The Learning Hub project was an initiative in 2018 to introduce 21st century skills to students joining Victoria University from 2018 onwards. Each curriculum subject would have one or more skills that students could obtain and develop by attending events, participating in activities and through resources on and off campus.

Activities on campus would be held within the Learning Hubs, some located within the Library and others situated outside the Library.

The Learning Hub platform was launched in early 2018. CareerHub (vendor) was identified as the platform for the Learning Hub for VU students and staff, and the existing Career Hub website was repurposed as the Learning Hub online site. The Learning Hub platform would enable VU students to identify workshops, drop-ins, resources and a jobs board. VU was also developing an App as the first point of access for students. The purpose of the App was to identify any mandatory activities associated with a student’s course, and be used as an entry point into Learning Hub online site.

The old Sunshine High School has been demolished at the Sunshine Campus to make way for the new Sunshine Skills Hub. Earlier in February 2018 the plans were signed off for the new building which will include a new Library space, innovation training rooms, student HQ and cafeteria. It is planned to be an iconic building which will give a fresh view of the campus as people go past on Ballarat Road.

In 2018 planning re-commenced to design a new library for a proposed Queen St Tower which would replace all Victoria University operations in the current 300 Flinders St site. The new design combines the current library collection with integrated services areas for the Library, Learning Hub and Student Services.
TECHNOLOGY AND SYSTEMS
ACADEMIC INTEGRITY

Along with a number of other universities, VU joined an Australian consortia in the development of Academic Integrity training modules: one for undergraduate students and one for staff. The modules have been designed and developed on behalf of the consortia by Epigeum, a branch of OUP. The Library has led VU’s involvement, and the modules were available for implementation in 2019. The staff module would be embedded in the professional development system (PageUp) and the student modules integrated into units of study.

VU EASYREF

VU EasyRef is an easy-to-use interactive referencing tool with examples and tips on how to reference. VU Library adapted the EasyCite Creative Commons code (originated at Griffith, adapted by Swinburne, then RMIT and now VU). The tool has a non-commercial share alike Creative Commons licence. As part of its implementation process, VU Library consulted with RMIT whose workflow model worked for VU because the activity of adapting the code needed to be absorbed as BAU. VU EasyRef is available online – see referencing guides.

LIBCHAT

In 2018 VU Library extended its Library Chat service to weekends. These service improvements have been favourably noticed by students and helped to achieve an 89% increase in chats in 2018 over 2017.

LIBRARY WEBSITE

The landing page of the Library website was updated in 2018. A major feature of the new home page was a larger, more prominent search box. As well the ‘Chat now’ box and Library hours appeared on the home page. New interfaces for the Journals A to Z and Database A-Z listings were also implemented.

READINGS

Student and academic staff usage of the reading list management system eReserve Plus (known as Readings) increased enormously in 2018 compared with 2017. According to the eReserve Plus statistics, there has been an increase of 369% in student views of readings (both PDFs and links) and an increase of 208% in the number of active readings. The Librarians involved in the block curriculum design and delivery teams have successfully encouraged and increased use of Readings as an integral part of unit and unit space development.

ROOM BOOKING SYSTEM

LibCal replaced MyPC for booking some library rooms in 2018. The rooms using LibCal for booking are used for library training and Learning Hub workshops.

SIERRA AND SINGLE SIGN-ON (SSO)

The Library implemented a single sign-on technology in 2018 enabling VU students and staff to use their VU login to access all Library functions. Since then, VU students and staff could log in with their VU login (which is SSO) from wherever they start their search. The Library has completed its single-sign on project to ensure one university password for students accessing the Library webpage, search engine, learning management system and databases.
### TABLE ONE: FINANCIAL SUMMARY

<table>
<thead>
<tr>
<th>Budget</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information resources (books, eBooks, back-sets)</td>
<td>$2,342,437</td>
<td>$2,436,286</td>
<td>$2,546,780</td>
<td>$2,616,335</td>
</tr>
<tr>
<td>Information resources (current journals)</td>
<td>$2,833,591</td>
<td>$3,444,283</td>
<td>$3,548,500</td>
<td>$3,557,207</td>
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<tr>
<td><strong>Total information resources expenditure</strong></td>
<td><strong>$5,176,028</strong></td>
<td><strong>$5,880,569</strong></td>
<td><strong>$6,095,280</strong></td>
<td><strong>$6,173,542</strong></td>
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<tr>
<td>Copyright non-salary expenditure</td>
<td>$862,907</td>
<td>$828,486</td>
<td>$801,823</td>
<td>$800,652</td>
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<tr>
<td>Depreciation</td>
<td>$2,680,099</td>
<td>$2,659,298</td>
<td>$2,914,038</td>
<td>$2,676,840</td>
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<tr>
<td>Other non-salary expenditure</td>
<td>$1,087,719</td>
<td>$1,100,021</td>
<td>$897,179</td>
<td>$837,443</td>
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<tr>
<td><strong>Total non-salary expenditure</strong></td>
<td><strong>$7,126,654</strong></td>
<td><strong>$7,809,076</strong></td>
<td><strong>$7,794,282</strong></td>
<td><strong>$7,811,637</strong></td>
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<td>Library salary expenditure</td>
<td>$6,657,646</td>
<td>$6,954,376</td>
<td>$7,429,078</td>
<td>$7,388,168</td>
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<td>Copyright salary expenditure</td>
<td>$60,129</td>
<td>$70,156</td>
<td>$68,730</td>
<td>$71,703</td>
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<tr>
<td><strong>Total salary expenditure</strong></td>
<td><strong>$6,717,775</strong></td>
<td><strong>$7,024,532</strong></td>
<td><strong>$7,497,808</strong></td>
<td><strong>$7,459,871</strong></td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$13,844,429</strong></td>
<td><strong>$14,833,608</strong></td>
<td><strong>$15,292,090</strong></td>
<td><strong>$15,271,508</strong></td>
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</table>
### TABLE TWO: STATISTICAL SUMMARY

<table>
<thead>
<tr>
<th>Facilities &amp; Equipment</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<tr>
<td>Libraries</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
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<tr>
<td>Library visits</td>
<td>1,154,573</td>
<td>1,182,169</td>
<td>1,081,327</td>
<td>979,060</td>
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<td>Seats/study spaces</td>
<td>2,614</td>
<td>2,614</td>
<td>2,637</td>
<td>2,694</td>
</tr>
<tr>
<td><strong>Library resources (collection) size</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Books, DVDs, CDs, Kits</td>
<td>403,258</td>
<td>388,933</td>
<td>365,076</td>
<td>353,174</td>
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<tr>
<td>eBooks 1</td>
<td>677,913</td>
<td>1,068,584</td>
<td>880,685</td>
<td>840,556</td>
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<td>Streamed videos</td>
<td></td>
<td>77,781</td>
<td>68,808</td>
<td>64,550</td>
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<td>Print Journal titles</td>
<td></td>
<td>-</td>
<td>4,683</td>
<td>4,621</td>
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<td>Electronic Journal titles</td>
<td>74,878</td>
<td>72,385</td>
<td>81,371</td>
<td>83,723</td>
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<td>Journal titles 2</td>
<td>75,149</td>
<td>72,667</td>
<td>86,054</td>
<td>88,344</td>
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<tr>
<td>VU Research Repository full-text downloads</td>
<td>591,075</td>
<td>600,422</td>
<td>551,251</td>
<td>749,634</td>
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<td>VU Research Repository open access full text</td>
<td>3,922</td>
<td>4,527</td>
<td>5,163</td>
<td>5,664</td>
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<td><strong>Resources Usage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First time print loans (including non-students)</td>
<td>89,568</td>
<td>74,441</td>
<td>44,707</td>
<td>35,366</td>
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<tr>
<td>Total loans and renewals</td>
<td>279,723</td>
<td>235,849</td>
<td>167,805</td>
<td>137,058</td>
</tr>
<tr>
<td>Total eBook downloads 3</td>
<td></td>
<td>303,542</td>
<td>1,774,876</td>
<td>2,656,362</td>
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<tr>
<td>Full-text journal downloads 4</td>
<td>1,381,647</td>
<td>1,721,760</td>
<td>1,636,225</td>
<td>1,421,036</td>
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<tr>
<td>Library website visits</td>
<td>707,850</td>
<td>753,165</td>
<td>747,944</td>
<td>568,163</td>
</tr>
<tr>
<td><strong>Resources Sharing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total items received</td>
<td>8,529</td>
<td>5,932</td>
<td>5,773</td>
<td>4,272</td>
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<tr>
<td>Total items supplied</td>
<td>6,960</td>
<td>6,236</td>
<td>5,301</td>
<td>5,132</td>
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</table>

### TABLE THREE: CLIENT COMMUNICATION

<table>
<thead>
<tr>
<th>Communication Services usage</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<tbody>
<tr>
<td>Telephone enquiry service</td>
<td>2,709</td>
<td>2,299</td>
<td>1,851</td>
<td>1,296</td>
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<tr>
<td>Email enquiry service (LibAnswers)</td>
<td>363</td>
<td>432</td>
<td>441</td>
<td>377</td>
</tr>
<tr>
<td>Chat enquiry service (LibChat)</td>
<td>616</td>
<td>973</td>
<td>3,543</td>
<td>6,706</td>
</tr>
</tbody>
</table>

1. eBook titles accessible, including free, purchased and subscriptions
2. Journal titles accessible – both print and electronic
3. Total downloads of chapters or full books from subscribed and owned eBooks
4. Full text article downloads from a selection of Library databases
5. The 2017 figure has been recalculated using the methodology introduced in 2018