VICTORIA UNIVERSITY LIBRARY 2019 ANNUAL REPORT

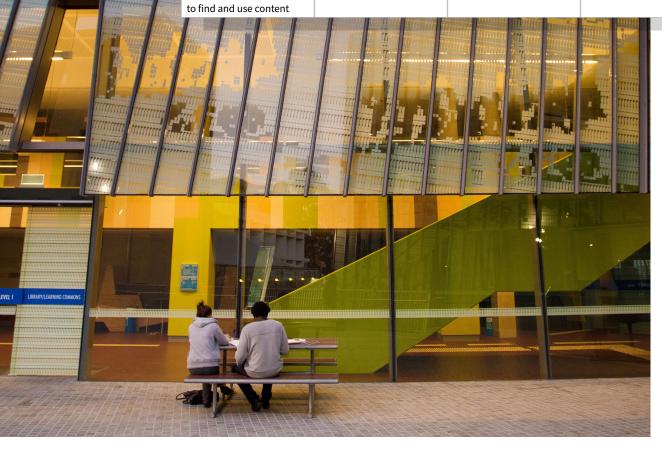




STATEMENT OF INTENT

Victoria University (VU) Library is an integral part of the University's ecosystem and contributes to its moral purpose of transformative and enriching education and research. The Library does this by empowering VU students and staff to discover and access the world's knowledge, and by providing quality Library learning spaces and services that contribute to the student experience beyond the formal learning experience. VU Library has a unique role within the University, providing specific and quality information facilities, services and resources to benefit the learning, teaching and research experiences of VU students and staff. More than ever, VU Library will apply its agility and expertise while providing value to the University as it moves through its educational transformation, the VU Way:

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



IN PERSPECTIVE



During 2019, Frances and Adrian consolidated their leadership of VU Library, jointly representing the Library in a range of internal and external University and library forums, as well as leading operations in their respective areas. The year also saw their position titles change to better reflect their new roles and that the role of University Librarian was now contained in the role of PVC Students. As part of the Students portfolio, VU Library's contribution to the student experience has been enhanced and strengthened, particularly through the Library involvement in portfolio-wide projects.

The year saw further progress on significant campus redevelopments, in particular the new library space in the Sunshine Skills Hub that the Library was able to move into in mid-December.



Frances O'Neil AALIA

Librarian, Education and Research Services

Associate University

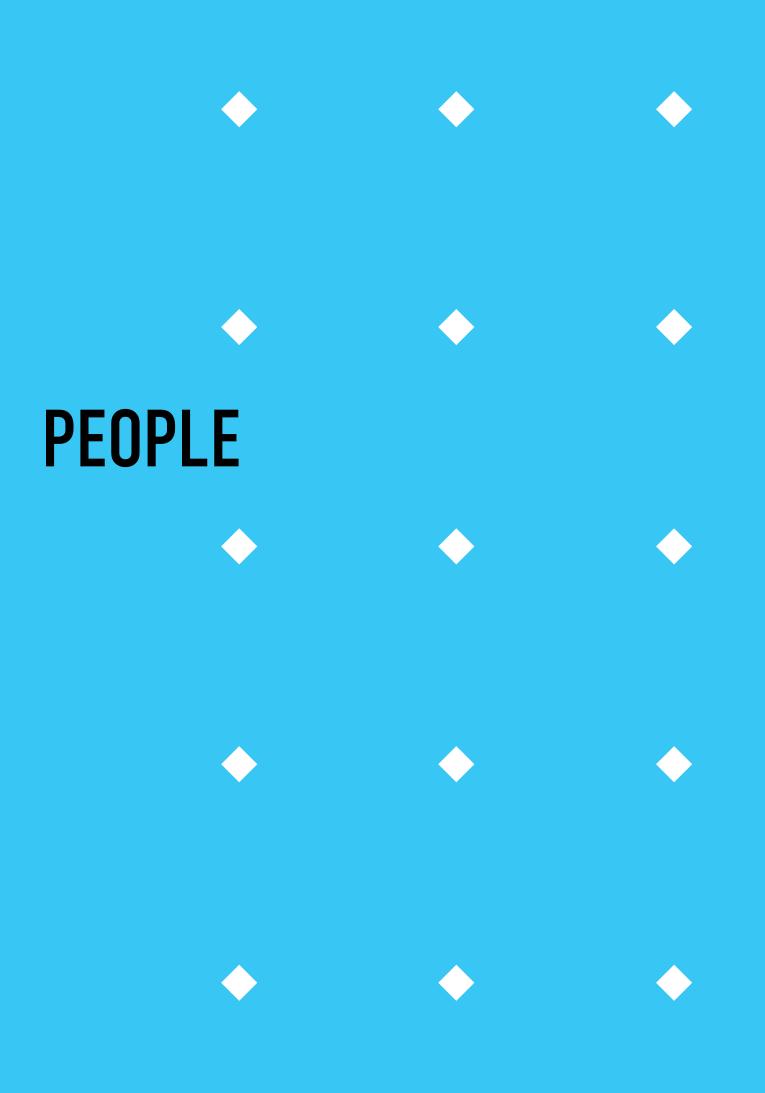
Associate University Librarian, Learning Resources, Technology and Infrastructure



Regrettably though, the Library was required to reduce its 2019 budget by 5%, resulting in a number of service changes including cessation of BONUS and 24/5 extended hours, and some information sources cancellations. The implementation of BONUS in 2007 was recognised in a 2008 Vice-Chancellor's award, however usage had been declining.

You are invited to read the rest of the VU Library annual report that details highlights and initiatives implemented in 2019.





LIBRARY STAFF AT WORK

In addition to the facts and figures from VU Library in 2019, this annual report nuances data with information about the people in distinct areas of the Library who have contributed to keeping VU thriving and advancing.



CAMPUS LIBRARIES STAFF

Campus Libraries staff, with the help of student assistants, continue to provide a wide range of information and reference services at service desks, to support VU staff and students across a broad span of library opening hours on seven VU campuses. They provide information and reference services online via LibChat as well.

Campus Libraries staff maintain the collection to support the high use of materials and the development of a research-focused collection. The division is also responsible for the maintenance of the Library's physical spaces and in 2019 received Minor Works funding to refresh the student and staff spaces at the Law Library. In addition Campus Libraries hosted six student placements, coming from Charles Sturt University and VU Polytechnic via its Library and Information Services course.

The growth of the digital library has facilitated the move towards providing more online support services including <u>LibChat</u> and course readings. The design of an online staff development program, the "VU Library Digital Skills Matrix" was completed at the end of 2019 with the aim to develop the skills of all library staff to enhance their capabilities for working in an online environment.



Campus Libraries staff also organised activities for University events including O-Fest, Open Day, the De-Stress Fest, and Multicultural Week.

Right: During De-Stress Fest, the colouring-in table proved to be a popular mindfulness activity at St Albans Library.



During VU Multicultural Week, VU students and staff discovered cookbooks and cultural traditions from around the world with 'pop-up' books display facilitated by library staff at Footscray Nicholson, Footscray Park and Werribee campus libraries. Library staff from diverse cultural backgrounds shared their knowledge and cultural experience with colour, food and traditional dress. The displays attracted numerous visitors including the Vice-Chancellor Peter Dawkins, Pro Vice-Chancellor (Students) Naomi Dempsey, Manager Cultural Diversity Dr Teresa De Fazio, students, teachers and library colleagues.

Left: During Multicultural Week, visitors at Footscray Park Library included the Vice-Chancellor Peter Dawkins and Pro Vice-Chancellor (Students) Naomi Dempsey.

Campus Libraries also hosted the touring of Sir Zelman Cowen exhibition "A Life of Opportunity and Success" which showcased Sir Zelman's journey from a young law student to the Australian statesman and public intellectual as he was remembered. The exhibition later went on to be displayed at the Jewish Museum of Australia and the Supreme Court Library.

Right: Touring exhibition "A life of Opportunity and Success" at Footscray Park Library.



INFORMATION RESOURCES AND COLLECTION SERVICES TEAM

Reporting to the Associate University Librarian, Learning Resources, Technology and Infrastructure, the **Information Resources and Collection Services** (IRCS) team are responsible for the acquisition and description of information resources to support the teaching, learning and research of the University. This includes licensing, purchasing, or subscribing to books, journals and databases of content in electronic and hard copies. They are also responsible for cataloguing and making resources available in Library search and other discovery tools, processing physical items, and managing the libraries collections in general.

The team also plays a vital role in describing VU's research outputs and managing content in the <u>Victoria University Research Repository</u>. IRCS manages the libraries information resources budget and provides reporting and information for decision making.







Above: Digital services staff provide support for printers.

DIGITAL SERVICES STAFF

Digital Services staff maintain library information technology, thus ensuring staff and students can access library resources. The technology covers a variety of applications such as the library management system, resource discovery, <u>Victoria</u> <u>University Research Repository</u>, booking systems, and access and authentication services. Support is also provided for hardware such as traffic counters, self-checkouts, student computers and printers. Digital Services runs a helpdesk service for library staff, and is involved in projects that require technical expertise or implementation of new library systems.

RESEARCH SERVICES TEAM

In 2019 VU Library's **Research Services** team has been providing an increasing amount of support for literature reviews. This included a series of scheduled workshops around systematic literature reviews and on how to conduct a literature review. The workshops aim to teach research students how to develop the broad set of skills needed to conduct an effective literature review including constructing a search strategy and tracking literature over time. These workshops create awareness about what the Library can offer and Librarians within the Scholarly Information Services team receive many requests for literature review support.

As well the Research Services team worked on several projects during the last 12 months including: Researcher profile project and Researcher ID clean-up projects. The Researcher Profile pages were created to provide an outward facing site that showcases the University's research expertise. When the project began there were only around 90 profiles completed and around 235 waiting to be done. A project team was thus formed to increase engagement and the number of publicly available profiles. The team was provided with training and instructions for creating profiles. Within 3-4 months, the team completed 125 profiles out of the 235 that needed to be created, a completion rate of around 53% and significantly boosting the <u>service</u>. The Researcher ID clean-up project involved the Research Services team 'cleaning' Scopus IDs on behalf of researchers and supporting the creation of Publons and <u>ORCID</u> IDs. The clean-up was necessary to accurately monitor and assess academic activity regarding publication. The requirement for VU Research fellows to have an ORCID ID has resulted in a significant uptake increase to approximately 83% of all VU researchers and 95% of fellowship recipients having registered. Scopus IDs have been cleaned and 85% of the 'high profile' IDs have been cleaned and integrated into VU Elements to ensure timely publication data is made available for reporting purposes. Library Research Services staff will continue to support the uptake, aiming for 100%, and further efforts will continue to ensure that commencing Higher Degree Research students sign up for an ORCID account as part of their orientation activities.



SCHOLARLY INFORMATION SERVICES TEAM

Librarians within the **Scholarly Information Services** team engage with college management and teaching staff in the support of student learning. This can include discussing resource requirements of a new course at a college meeting, working with discipline leaders to create new <u>Referencing Style</u>. <u>Guides</u>, creating learning objects about Academic Inquiry or Digital Literacy Support, supporting academics to create unit Reading Lists, and presenting workshops within units of study.

Librarians also enjoy engaging directly with students in <u>Research & Referencing drop-ins</u>, Inquiry sessions organised through the Learning Hub, curriculum-based workshops, and meeting individual students as requested. An additional workload challenge over the past couple of years has been the VU First Year and Beyond Program with librarians involved in unit Design & Development processes. While sometimes a challenge this involvement has presented the opportunity to work directly with learning designers and academics to present a coherent and engaging learning experience for VU students.

PUBLICATIONS AND PRESENTATIONS

Clarke, A., Devereux, J., Day, J. & Greenway, M. (2019). *Torts: principles, skills and application*. LexisNexis.

Cork, J. (2019, October 21-25). *Research Data Australia: Records for Victoria University researchers* [Paper presentation]. eResearch Australasia 2019, Brisbane, QLD, Australia.

Forbes, L. (2019, May 19-22). *Digital Literacy: Essential to Learning* [Plenary session]. THETA, The Tipping Point, Wollongong, NSW, Australia. <u>https://theta.edu.au/wp-content/uploads/2019/05/FINAL-THETA-PROGRAM.pdf</u>

Forbes, L., & Singh, S. (2019, September 26). *Synovial joints and iliofemoral ligaments: Using Anatomy. TV to optimise active learning and teaching* [Plenary session]. 2019 VU Learning and Teaching Symposium, Melbourne, VIC, Australia. <u>https://intranet-vu-edu-au.wallaby.vu.edu.</u> <u>au/CL/PDF/LTSymp2019/VULTSYMP_Prgm.pdf</u>

Kuljanin, D. (2019, November 6). Using and developing multimedia learning objects (MLOs) for teaching and learning. [Paper presentation]. CRIG Seminar, Melbourne, William Angliss Institute. Kuljanin, D., & Forbes, L. (2019, September 26). *Building practice from what we have learnt: Using technology in block design with Multimedia Learning Objects*. [Paper presentation]. 2019 Victoria University Learning and Teaching Symposium Victoria University, City Flinders Campus, Melbourne. <u>https://intranet-vu-edu-au.</u> <u>wallaby.vu.edu.au/CL/PDF/LTSymp2019/VULTSYMP_Prgm.pdf</u>

Potter, G., & O'Neil, F. (2019, November 13-15). *Paws the Pressure: Engaging with students at Victoria University library.* [Paper presentation]. ALIA National Library and Information Technicians' Symposium, Melbourne, VIC, Australia.

Wilkie, S., Forbes, L., & Zakaria, G. (2019, November 27-29). Partnerships for design: Collaborative curriculum design and delivery [Conference session]. TEQSA 4th Annual Conference, Melbourne, Victoria, Australia.

STAFF ARRIVALS

Debra Hutchinson, Scholarly Information Services Librarian Katalin Mindum, Senior Librarian Gabriel (Gabe) Thomson, Library Officer

STAFF DEPARTURES

Bronwyn Betts, Scholarly Information Services Librarian Panga Iem, Library Officer Katalin Mindum, Senior Librarian Alan West, Library Officer

AWARDS AND RECOGNITION

VICE-CHANCELLOR'S Awards

A highlight of the year was the 2019 Vice-Chancellor's Awards, where two Library teams were recognised.

The Anatomy Learning and Teaching team received a Vice-Chancellor's citation in the Excellence in Learning and Teaching (Higher Education) category. The Awards Panel commented that the application was a great example of interdepartmental collaboration and reflected a very positive shift in learning for learning rather than assessment for learning.







Back: Sally Hand, Barbara Gutthann, Emeka Anele Front: Cindy Mohammad, Pam Abalo, Meg Weller, Julie Gardner, Vice-Chancellor & President Professor Peter Dawkins, Julie Handford, Sarika Singh, Suzanne Poliness, Vien Nguyen, Dana Kuljanin, Linda Forbes

The VU EasyRef team received a Vice-Chancellor's citation for Excellence in Professional Services and Innovation for their work with the VU EasyRef Project. The Awards Panel noted that the tool was a great addition to the Library suite of products and VU mobile app with clear and accessible design features and that the application contained strong evidence of engagement and innovation.

VU LIBRARY AWARDS

The recipients of the 2019 Library Awards were recognised for their innovation, outstanding contribution and service.



INNOVATION AWARD

The Innovation award recognises achievements in generating ideas, being entrepreneurial, developing workplace relationships and turning ideas into the introduction, or improvement, of a university process, product or service. VU Library staff thus nominate their colleagues for this award.

The winners were: Dana Kuljanin and Sarika Singh, both Scholarly Information Services Librarians, for introducing different ways of designing, developing and presenting library learning for students and researchers.



OUTSTANDING CONTRIBUTION AWARD

The Outstanding Contribution award, open to nominations from the University community (students and staff), recognises the sustained contribution that Library individuals or work groups make to VU learning, teaching or research support, or to a specific project.

The winner was: Pam Abalo, College Librarian (Arts & Education) for her outstanding and knowledgeable contribution to the College of Arts and Education teaching, learning and research activities.



SERVICE AWARD

The Service award, also open to nominations from University students and staff, recognises outstanding customer service provided by an individual or team to users of the Library.

The winner was: Sarah Farrugia, Information Resources Officer, for her outstanding service and administrative support for the Information Resources, Systems and Infrastructure division.

LONG SERVICE RECOGNITION

In 2019, the following staff were recognised for their long service at Victoria University:

10 years' service: Nadia Ghaly, Jessica Cork and Murray Greenway

20 years' service: Peter O'Connell, Khanh Dang and Matthew Gibbins

30 years' service: Brian Tyrrell and Marcia Millard

Left to right: Khanh Dang, Murray Greenway, Marcia Millard, Adrian Gallagher and Brian Tyrrell.



PROFESSIONAL DEVELOPMENT AND COLLABORATION

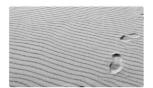
During 2019, VU Library provided a range of opportunities for staff to continue to upskill themselves. These included Techie hours, a series of seminars on emergent technologies with Associate Professor Mark Pegrum from the University of Western Australia, and an online Digital Skills development tool. The aim of the VU Library Digital Skills development tool is to enhance staff knowledge and engagement with digital technologies. These practical skills can be applied to staff's professional interactions with students and each other, as well as their personal lives. The resources in the tool are designed to provide a self-paced introduction to essential digital skills. The topics can be

Home About Support

Welcome to VU Library Digital Skills Development

by Meg Weller and Phung K Tran · November 13, 2019

This digital literacies program has been designed..



Your Digital Footprint

Organizing Your



Communicating and

followed sequentially or explored at will. The tool content was created and developed in-house, using a WordPress blog platform, with the support of VU student web designer Prince Ghimire. The Library staff who contributed content included Meg Weller, Julie Gardner, Graham Massey, Sally Hand, Angeera Sidaya, Emeka Anele, Sarika Singh, Phung K Tran, Bruce Stubbs, and Tracy Dexter-Ingram. The new online tool is available for all Library staff and is intended to be included in annual development (VU Develop) plans.

Techie hours, organised and provided by VU Library Digital Services staff Julie Gardner and Barbara Gutthann, aim to provide Library staff with an opportunity to participate in an informal, hands-on program of skills refresher and development. A range of data management, online tools and software topics have been offered for example Introduction to HTML & CSS. The sessions can also be added to VU Develop plans.

WHY WE'RE ALL HERE

Why we're all here – the student experience was the theme of an event that was part of the inaugural VU staff festival. Three members of the PVC Students Executive (Adrian Gallagher, Darren Brown and Frances O'Neil) planned, organised and facilitated a student panel discussion around the theme: Why we're all here – the student experience. Questions were posed to the students who provided a rich and diverse range of perspectives. The questions ranged from how to engage lessengaged students, how to best communicate with students, what can the University do better and what services they used most. The students' perspectives were both critical and complimentary, contributing to an insightful and fruitful session.

LIGHT VOLLEY PROJECT

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Sarika Singh, Scholarly Information Services Librarian, worked on a collaborative project with Loretta Konjarski, Head of Community Engagement, First Year College and Jodie Gibbons, a student-as-staff from Connected Learning, to develop a Light Volley facilitator education package for Volleyball Australia (VA). VA received a 'Move It Aus' participation grant from SportAus to establish Light Volley. The Light Volley project is about delivering programs and opportunities for participants to fully engage in the Light Volley activities using the new Light Volley product (ball) particularly to encourage women and girls to participate in physical activity and pursue a healthy lifestyle. Sarika's contribution included the creation of various interactive H5P modules and assessments, organising content on VU Collaborate (the learning management system) space and experimenting with various digital tools to create engaging and rich learning objects. The course design was expected to be completed by the end of January 2020.

COLLECTIONS







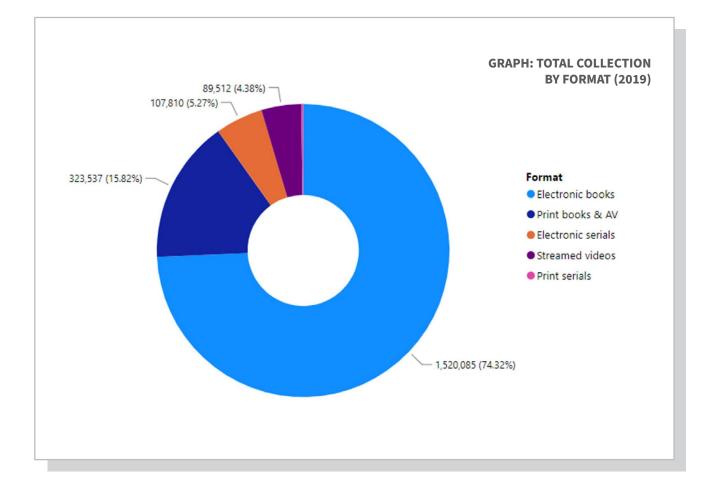
COLLECTION DEVELOPMENT POLICY REVISED

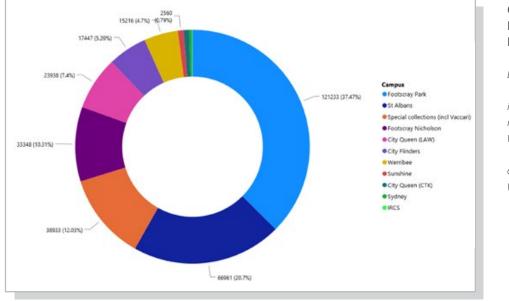
In 2019 the Library completed a long overdue review of its <u>Collection Development Policy</u> to replace the older version with a new set of principles focusing on the Library's digital strategy as well as contemporary developments in resource provision (e.g. consortia and open access). Below are the key principles:

- Preference is for any resources added to the collection to be in an electronic (digital) format, where this is available, striving for seamless anytime, anywhere access and thus enabling device-agnostic, and blended learning delivery.
- The library will attempt to acquire all the resources listed as required readings for university units. Textbooks are supplied according to a model that balances cost, student numbers and demand for resources.
- Acquisition through state and national consortia is preferred to achieve maximum value from expenditure on resources through negotiated discounts and efficiencies in timely supply.
- The preferred digital strategy employs several acquisition models that are either evidence-based or demand-driven and favours outright purchase over subscription. The models give our students and staff access to maximum appropriate content without necessarily having ownership of resources until demand indicates the need, thus ensuring value and relevance.
- All library resources receive a regular review based on usage, cost, and relevance and space priorities, with print collections assessed for de-selection on an annual basis, and electronic subscriptions passing through an annual committee review process.
- Open Access resources and options are seen as positive additions to the resources provided and are included in the collections, and the Library works collaboratively with both academics and students to advocate and advance adoptions of Open Educational Resources by supporting curation, promotion and publishing assistance.

LIBRARY ELECTRONIC AND PRINT COLLECTION UPDATE

The Library's electronic and print collection of resources in 2019 is summarised in the graph below. It represents the whole VU Library collection and is based on bibliographic records. Hence the figures are for the number of titles for each format. This also means that there is no overlap – print titles are on separate records to electronic titles, so they are counted separately. Approximately 70% of VU Library's titles are held in electronic format.

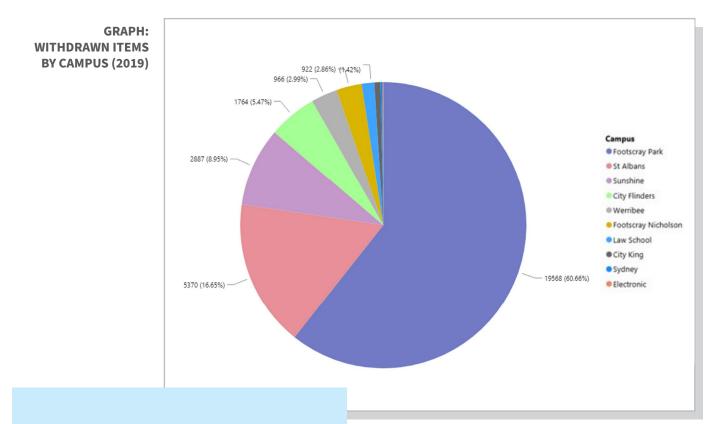




GRAPH: PRINT COLLECTION BY CAMPUS (2019)

Explanatory notes:

"Special Collections" includes the items held in the Special Collections room at Footscray Park, and the Vaccari Collection held at Werribee. "IRCS" includes working copies and items held in the VU Publications Archive.



In addition, over 30,000 items were withdrawn in 2019. Of the materials withdrawn, 1,196 print items were sent to CARM, the shared storage facility. Further, a total of 2,237 items were relocated to a different campus library during the year. This included one large relocation of 1,810 items in the subject area of primary education, which were moved from St Albans campus library to Footscray Nicholson campus library.



DONATIONS

In 2019 the Library was pleased to receive a generous donation of three works by Australian artist and two-time Archibald Prize winner (1960 & 1967) Judy Cassab. The works were donated by Mr Peter Kampfner (son of the artist) under the Australian Governments Cultural Gifts Program.

Pictured from left to right: View from Pompidou at church, 83cm x 101cm, oil on canvas, 1990, Walkers on the cove, 84cm x 94cm, oil on canvas, 1988 and Self portrait in the studio, 108cm x 60cm, oil on canvas, 2002. The works have been hung in the Deputy Vice-Chancellors Offices on Level 6 of Building K at the Footscray Park Campus.

UNIVERSITY ART Collection

RESTORATIONS

After some years in storage and repair, the Bruce Armstrong sculpture in VU's Art Collection was, in 2019, returned to display in the Building P, Level 1 Lobby area at the Footscray Park Campus.

Bruce Armstrong is a prominent Australian artist with a career dating back to 1970. Residents of Melbourne will probably be most familiar with his white eagle sculpture Bunjil (2002) which can be found perched aloft the corner of Flinders St and Wurundjeri Way in Melbourne's CBD.







SPECIAL COLLECTIONS COLLECTIONS PROMOTION & USE

Several exhibitions took place at Footscray Park campus library throughout 2019 including 'Beyond the Books' which showcased the ephemera discovered within collection items and non-print material in the collections such as audio tapes and photographs. One-off displays highlighted Special Collections material aligned to VU events such as International Women's Day on 8 March and International Day for the Elimination of Racial Discrimination on 21 March 2019. Information about all these exhibitions is recorded in the library guide <u>VU Special Collection - How to access and use</u>. The annual 'Special Collections Roadshow' in August highlighted material that had been newly catalogued into the <u>Radical</u>, <u>Ruth & Maurie Crow</u>, and the <u>PNG & the Pacific</u> collections.

Researchers accessing material from Special Collections material in 2019 included staff from VU, other academic institutions, and independent research centres. The process of access to material was reviewed and changed reflecting the need to ensure security of the Collections.

COLLECTION MANAGEMENT

VU Special Collections staff regularly assess potential donations from various sources and in 2019 four major potential donations were reviewed with a selection of material being accepted into several of the individual VU Special Collections. Some material from the VU general campus collections was also moved into the Special Collections after assessment of rarity and relevance. We continued to work with the Aboriginal History Archive cataloguing the approximate 1,300 items that will form a new collection, the Patrick Wolfe Collection. Collection maintenance is an ongoing task with space allocation for growing collections an issue that needs constant review.

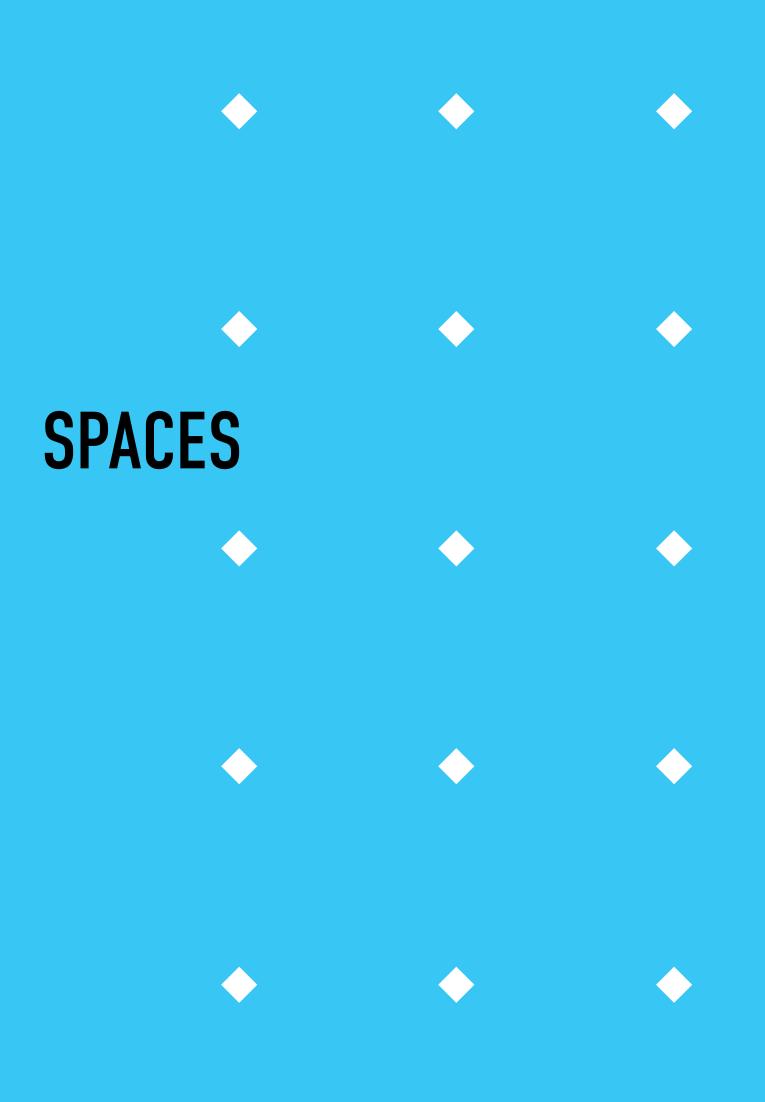
PRIORITIES

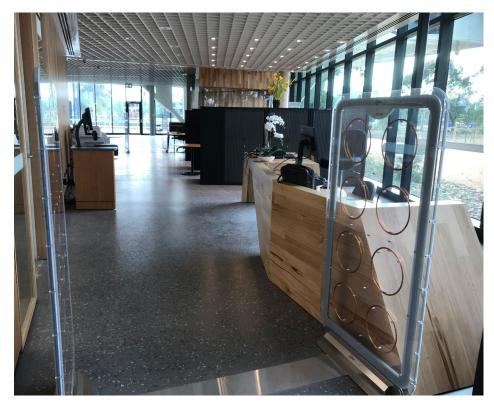
As many Special Collections Librarians will agree there is a balance between highlighting relevance of material to a research audience, looking for new ways to communicate the value of the Collections and the ongoing tasks of reviewing and processing uncatalogued material. VU Special Collections will continue to work with internal and external partners and promote the unique material within the Collections.

OPEN KNOWLEDGE

To support open knowledge, VU Library offered short online activities for Open Access Week 2019. VU researchers and teaching staff were invited to consider how they could open knowledge to ensure equity with online activities on different aspects of Open Access such as publishing open access, considering copyright to ensure that their work is accessible, ascertaining that a publisher is not a predatory publisher, looking for Open Educational Resources and submitting work to the <u>Victoria University Research Repository</u>.







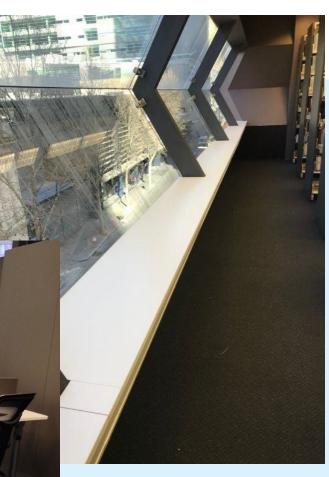
SUNSHINE SKILLS HUB

In mid-December 2019, VU Library at Sunshine campus was relocated from the Whitten Building into the new Sunshine Skills Hub building. While the campus library's new space is significantly smaller, it is in a much more central location – really in the 'hub' of things. The old Library space will be refurbished. The new Library space opened for business in January 2020.

CITY QUEEN LIBRARY

The student and staff spaces at City Queen (Law) Library were refreshed with new carpet and joinery in 2019 as the Library received Minor Works funding.





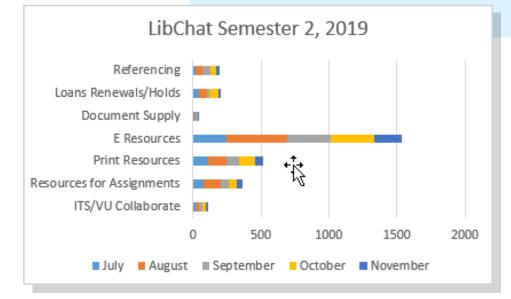
SERVICES, SYSTEMS AND TECHNOLOGIES

SERVICES

LIBCHAT

VU Library's virtual assistance service, LibChat continues to go from strength to strength. In 2019 the service appeared as an exemplar Library activity for the Horizon report. It was a pretty big deal to be mentioned in the Horizon report which has a wide readership in the ICT in Education field.

Usage reports indicate that e-resources continue to lead the trend in LibChat topics. Student ratings of the chat service show 79% rated as 'excellent', 18% as 'good', and only 2% as 'so-so'. Ratings analysis will be used by the Library to improve LibChat training for staff. The usage data for semester 2 in 2019 clearly shows that e-resources are the area requiring the most assistance from Library staff.



ACADEMIC INTEGRITY

Along with a number of other universities, VU joined an Australian consortia in the development of *Academic Integrity* training modules for undergraduate students and staff. The modules were designed and developed on behalf of the consortia by Epigeum, a branch of OUP.

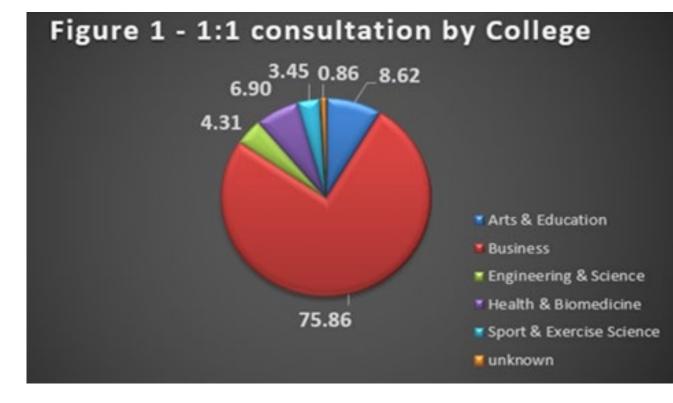
VU Library led VU's involvement, particularly the successful implementation of the modules once they were made available. As the result of the collaboration between the Library and Connected Learning, the modules were integrated into the University's learning management system, VU Collaborate, to facilitate both student and staff access.

RESEARCH AMBASSADOR PROGRAM

The Research Ambassador program began in August 2011 with the aim of assisting all researchers in building research capability at Victoria University. Research Ambassadors (RAs) provide peer-to-peer research support to both research students and staff in a range of skill areas including research design, data analysis, data management, statistical software, IT troubleshooting, writing, ethics applications and general transition support. The program is funded by the Office for Researcher Training, Quality & Integrity and managed by VU Library.

Since its inception the program has offered face-to-face support via 1:1 consultations and workshops and provided a vital layer of support to research students and researchers. While the number of hours the service is available has reduced over time, evidence based on the number of 1:1 consultations indicates that use of the available hours has increased. Figure 1 shows the breakdown of 1:1 consultations by College and School in 2019. Students from Victoria University Business School were once again the biggest users of the service accounting for over 75% of the overall consultations with the next closest being Arts & Education with almost 9%.





LINKEDIN LEARNING

LinkedIn Learning replaced Lynda.com part way through 2019. It took considerable time and effort to migrate to the new platform and to transfer all learning activities and history to LinkedIn Learning.



SYSTEMS AND TECHNOLOGIES

MEESCAN

VU Library has been trialling meeScan, a new way for students to checkout their physical items. The installation has minimal hardware and uses a cloud-based architecture. MeeScan has been installed at St Albans campus with at least two other campuses scheduled for installation in 2020.

FULL TEXT FINDER

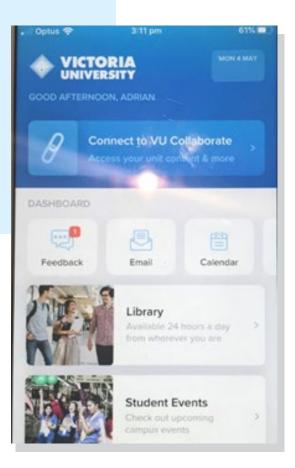
The Library implemented a new link resolver (Full Text Finder) at the end of 2019. A link resolver matches bibliographic information about an item to our subscription information and provides users with the full text of the item. Full Text Finder is designed to integrate well with our discovery system (EBSCO Discovery System). Further work is planned during 2020 to optimise these systems for our users.

LIBRARY SERVICES IN STUDENT APP

Library services were integrated into the new <u>Victoria University App</u> which was launched in 2019 by the Connected Learning team to provide easy mobile access to services such as timetabling, campus life and learning support. New search features and library maps were integrated into the tool. A key innovation was the ability to borrow using the virtual barcode on the app. To support this change, self-lending units were updated at the key library campuses to ensure that the new barcode could be read so that students do not require physical cards to borrow.

BONUS AND PC BOOKING SYSTEM

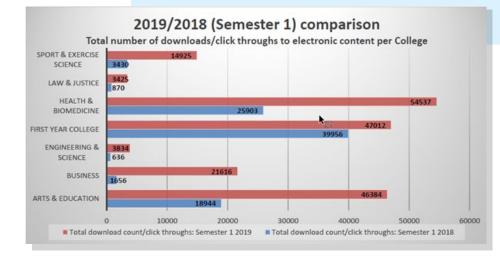
As well as ceasing BONUS, VU Library also decided in 2019 to remove MY PC booking on all student PCs at campus libraries. This decision was based on declining need for bookings as more students bring their own devices. Instead, MY PC booking is being provided only for PCs in selected rooms such as training rooms, and on PCs with specialised software.



READINGS

In 2019, there was a pleasing increase in the uptake of the Readings system in VU Collaborate by academics, particularly due to the redesign process (blocking of units) and close involvement of librarians on the design teams. The Readings/ eReserve Plus tool allows teaching staff to store, review, organise and share student readings within VU Collaborate, and comply with copyright requirements. The snapshot below shows the engagement by students as reflected in the number of downloads or click throughs to the student reading material. The graph shows an overall increase in student use of readings connected to the Readings/eReserve Plus module from within the VU Collaborate unit spaces. It is the increase of use which is the focus of this data. Comparison between Colleges and School is not as relevant because they have different styles of teaching which impact on their use of student readings in general.

Reading/eReserve Plus has become the accepted method of providing readings to students, and through the involvement of librarians on block design teams there is also a greater understanding of copyright.



REPOSITORY TOOLS 2

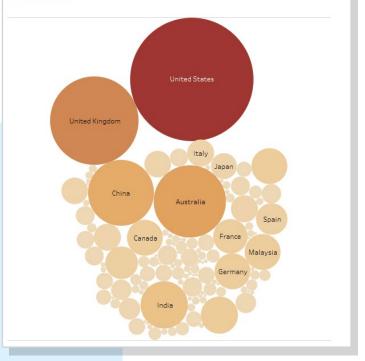
The Library implemented Repository Tools 2 (RT2), the next generation of repository and research information system integration. In addition to publications being deposited into the <u>VU Research Repository</u> (VURR), the repository is also a data source for Elements. A significant benefit of RT2 is keeping researchers' names in their preferred format for display and search in VURR.

IRUS

IRUS (Institutional Repository Usage Statistics) provides standardised usage statistics independent of repository platform. The COUNTER standards, along with rigorous checking of suspicious downloads, means IRUS is a good source for benchmarking repository statistics. IRUS is widely used among UK universities, and is also being trialled in USA. Victoria University is currently one of six Australian universities who have implemented IRUS. Visualisations can be generated from the site, such as the visualisation that shows which countries downloaded journal articles from VU Research Repository in the month of December 2019.

Downloads by Country

Showing Article downloads for Victoria University [Research Repository] in December 2019



VU LIBRARY IN NUMBERS



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TABLE ONE: FINANCIAL SUMMARY

Budget	2016	2017	2018	2019
Information resources (books, eBooks, back-sets)	\$2,436,286	\$2,546,780	\$2,616,335	\$2,703,515
Information resources (current journals)	\$3,444,283	\$3,548,500	\$3,557,207	\$3,591,903
Total Information resources expenditure	\$5,880,569	\$6,095,280	\$6,173,542	\$6,295,418
Copyright non-salary expenditure	\$828,486	\$801,823	\$800,652	\$684,510
Depreciation	\$2,659,298	\$2,914,038	\$2,676,840	\$2,787,397
Other non-salary expenditure	\$1,100,021	\$897,179	\$837,443	\$829,326
Total non-salary expenditure	\$7,809,076	\$7,794,282	\$7,811,637	\$7,809,254
Library salary expenditure	\$6,954,376	\$7,429,078	\$7,388,168	\$7,324,496
Copyright salary expenditure	\$70,156	\$68,730	\$71,703	\$75,081
Total salary expenditure	\$7,024,532	\$7,497,808	\$7,459,871	\$7,399,577
TOTAL	\$14,833,608	\$15,292,090	\$15,271,508	\$15,208,831

TABLE TWO: STATISTICAL SUMMARY

Facilities & Equipment	2016	2017	2018	2019
Libraries	7	7	7	7
Library visits	1,182,169	1,081,327	979,060	854,298
Seats/study spaces	2,614	2,637	2,694	2,694
Library resources (collection) size				
Books, DVDs, CDs, Kits	388,933	365,076	353,174	323,537
eBooks ¹	1,068,584	880,685	840,556	1,520,085
Streamed videos	77,781	68,808	64,550	89,512
Print Journal titles	-	4,683	4,621	4,512
Electronic Journal titles	72,385	81,371	83,723	107,810
Journal titles ²	72,667	86,054	88,344	112,322
VU Research Repository full-text downloads	600,422	551,251	749,634	549,672
VU Research Repository open access full text	4,527	5,163	5,664	6,461
Resources Usage				
First time print loans (including non-students)	74,441	44,707	35,366	40,119
Total loans and renewals	235,849	167,805	137,058	139,182
Total eBook downloads ³	303,542	1,774,876 ⁵	2,656,362	4,187,984
Full-text journal downloads ⁴	1,721,760	1,636,225	1,421,036	1,155,304
Library website visits	753,165	747,944	568,163	575,251
Resources Sharing				
Total items received	5,932	5,773	4,272	3,180
Total items supplied	6,236	5,301	5,132	2,733

CLIENT COMMUNICATION

TABLE THREE: CLIENT COMMUNICATION

Communication Services usage	2016	2017	2018	2019
Telephone enquiry service	2,299	1,851	1,296	1,362
Email enquiry service (LibAnswers)	432	441	377	375
Chat enquiry service (LibChat)	973	3,543	6,706	10,097

 $^1\,\mathrm{eBook}$ 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

VICTORIA UNIVERSITY LIBRARY 2019



Book chapter views 4,187,984

Journal articles used 1,155,304

Readings entered, reviewed or curated by Library staff 12,167

> Libchat queries 10,097 51% increase





E-Collection has increased to 83.97% of all books, journals & videos

Public views FAQs 3,994 30% Increase





Document Supply 2,253 21% increase



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