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 THREE TO FIVE YEARS

The Library will:

- Advance and deepen quality partnerships with the Colleges to support learning, teaching, curriculum development and research
- Renew scholarly information resources predominantly in electronic formats to support the University’s distinctive specialisations in research, learning and teaching
- Determine the future of residual physical collections in collaboration with key stakeholders
- Enhance the ability of patrons to easily find the information they require
- Re-conceptualise virtual and physical learning spaces within Learning Commons
- Refresh staff capabilities especially in support of the move of services and collections to online, curriculum development, blended learning, and scholarly publishing
- Publish open access VU scholarly works including journals and books
- Grow the University’s art collection with a focus on the west of Melbourne.
2014 was a year of significant change for Victoria University. However in the face of all these difficulties, the Library has achieved many of the goals it set out in its Strategic Plan. I would like to thank all Library staff for their hard work over the last year and their contribution to these achievements. The following are my highlights for 2014 and I believe they indicate how good strategies, hard work, quality project management and collaborative efforts with other parts of the University can lead to significant advances for students and staff. Of course these and other great achievements from 2014 are also covered in other parts of this annual report.

Firstly I would like to mention three collaborations with other parts of the University. I think it is the way of the future that although we operate in different organisational units, by cooperating we can achieve even greater results than if we work alone. The following three collaborations have been successful and deep and demonstrated the significant trust that other parts of the University have in the Library. The Library collaborated with academic staff and students to publish two open access journals which are now freely accessible via the internet worldwide: The Journal of Business Systems, Governance and Ethics (JBSGE) from the College of Law & Justice and the Offset journal a creative arts journal from the College of Arts. The Library also collaborated with Research Services and the Enterprise Value Management (EVM) team to successfully install the Symplectic Elements software which houses data on VU researchers and research students.

Organisational change is never easy and in 2014 the Library implemented two change plans resulting in a reduction in staffing of 12.3 FTE (Full Time Equivalent) and savings of over $1,000,000 in salaries. Library staff through thoughtful and sensible discussion resolved ongoing work flow and other issues so the Library services would continue efficiently and effectively. As part of the Semester Two change plan, Records and Archives Services (RAS) staff transferred to the Library. RAS is made up of six staff members who are responsible for University records including the University Archives and student records.

Staff in Scholarly Information Services in 2014 achieved some notable firsts. College Librarians and the Research Librarian established a service that offers training and advice for researchers and research students including completion of research data management plans and ARC/NHMRC data requirements. College Librarians compiled lists of quality journal titles for each discipline in collaboration with the Directors of Research and Research Training in each College with the outcome that researchers are publishing in the more prestigious journals. Finally College Librarians in 2014 gained access to all spaces in the new Learning Management System (VU Collaborate). College Librarians were enrolled in all courses within VU Collaborate so all students can get easy access to library resources and support.

VU Library has long had online help via email. In September a new and improved email query service was implemented. In time for Semester One 2015, a client chat service (LibChat) was also implemented. LibChat is an exciting development and it is hoped students will take up this service in large numbers.

As part of the Library’s program to reach out to the community, the University’s small art collection managed by the Library now has an advisory committee that represents key stakeholders from the community and the University. Also the Library digitised a collection of value to the broader worldwide community of students, teaching staff, researchers, and persons with an interest in the history, culture and society of Timor-Leste in conjunction with a community group.
SUPPORTING LEARNING AND THE STUDENT EXPERIENCE

LIBRARY PRESENCE IN NEW LEARNING MANAGEMENT SYSTEM (VU COLLABORATE)

The level of integration of the library role, with read and write access, within the VU Collaborate system is a significant and strategic achievement towards enhancing student success and fostering a culture of learning. In a 2014 survey of Australian university libraries, only 13 libraries indicated they had achieved library integration in their institutional LMS:

7 (50%) had partial access to some units - normally where there was a formalised partnership between the Library and the Unit Convener.
6 (43%) libraries reported that they had access to all units on the LMS. This access is predominately view only.

The College Librarians provide information sources and related guides for units within VU Collaborate, and are also the contact for unit guides located in VU Collaborate. In the context of this increasing use of VU Collaborate, blended learning delivery and increased use of the Program Registration booking system, it has been decided that the requirement for College Librarians to count the number of educational sessions and participants is no longer needed.

2014 HIGHLIGHTS

LEARNING DESIGN WORKSHOP

In the context of curriculum renewal and the new learning management system, the importance of learning design skills to create authentic and effective learning experiences that integrate progressive pedagogical approaches, blended learning and educational technology tools is clear for our library educators. To enhance effective teaching and learning in the online environment, a workshop with Associate Professor Mark Pegrum was organised for Scholarly Information Services staff in 2014. The approach has the potential to work well with the university’s approach to blended learning, where online learning is combined with face-to-face learning and flipped approach allows more discussion in class time. During the program participants had the opportunity to develop and receive feedback on their “flipped” presentations.

PROMOTING E-BOOKS: SHELF WOBBLERS WITH QR CODE ON LIBRARY SHELVES

To facilitate access to the range of e-books available, shelf wobblers with a QR code linked to the Library webpage have been installed in campus libraries. Library patrons can search for e-books on their mobile phone by scanning the QR code which links to the online library search. In some instances, the QR code may link to the e-book title that appears on the shelf wobbler, as is the case in the Law Library at the City Queen campus.

In conjunction with the ‘wobblers’, Library staff also provided e-book introductory training sessions at key campus libraries to help library patrons find, borrow, download and print e-books. An e-book wiki was also created primarily aimed at Library staff, but is available for public view. It aimed to draw together in one place all the information on e-book access including tips and tricks, and answers to common questions.
ONLINE HELP: EMAIL AND CHAT SERVICE

The Library provides information resources and services to support the University’s students and staff members. Increasingly the majority of these interactions are taking place via the Library website, Library systems and social media.

A review in 2014 of the current delivery model of online help was conducted to ensure the Library moved forward with a product which was flexible enough to meet user needs for the next few years and support the student experience and which aligned with the University’s blended learning and teaching strategies. A project group was established and LibAnswers was selected as the product to enable this online service. In September the new and improved email service was implemented as a ‘soft launch’ led by Jenny Comley, Jenny Tripp, Lesley Nelson and John Wynn-Williams.

In time for Semester One 2015, a related service called LibChat was also implemented. Comprehensive testing and trialling of both LibAnswers and LibChat was carried out in conjunction with a number of staff from across the Library. The changeover for the email service was seamless with no issues raised by users of the system. Because it was a new system, the development work on LibChat in the areas of scripting, protocols, operator documentation and training was an exciting development and with its implementation it is hoped students will take up this service in large numbers.

IMPROVING LIBRARY SPACES

The 2013 InSync Library Client Survey identified a number of issues with Library spaces around problems with noise, computer availability and access to power points for mobile devices. In 2014 there were a number of activities to address these issues including the installation of additional power points at Footscray Park and St Albans Learning Commons as well as the installation of an additional eight Mac computers at Footscray Park to support the relocation of the College of Arts.

A long-term problem with noise control was addressed at the City Queen Library through funding a $40,000 project to apply acoustic controls which protected quiet study space from noisy stairway and discussion room areas. A persistent occupational health and safety (OHS) issue was also addressed at the Footscray Park Library through the replacement of library front doors with new panels eliminating manual handling risks for Library staff.
SUPPORTING RESEARCH

FOLEY PROJECT WITH AUSTRALIAN NATIONAL DATA SERVICE

The Library, with support from the Australian National Data Service (ANDS) and in close consultation with the University Koori community, commenced a digitisation project focused on materials in a major historic archive collected over the past 45 years by Aboriginal activist/academic Dr Gary Foley. The collection covers the history of the aboriginal self-determination and land rights movements, the development of aboriginal community survival programs and includes a range of unique materials produced and collected by Dr Gary Foley and allied organisations. It is anticipated that the broader access to the collection afforded by digitisation will be of immense value to researchers of contemporary Koori history.

GETTING PUBLISHED: ELSEVIER, EMERALD AND SPRINGER

During 2014, the Library arranged a number of presentations by esteemed publishing houses including Elsevier, Emerald and Springer. The aim was to bring publishers and potential authors to a forum on how to get published (with them). Each publisher outlined their expectations from a good manuscript – clear, useful and exciting message presented in a logical manner so that reviewers and editors can grasp its significance easily. They also provided detailed guidelines on how to revise a manuscript, in terms of article structure, language and illustrations, before submitting it. The presentations were supported by substantial documentation made available to the University community via the Library intranet. The sessions were well attended and the Library plans more in 2015.

LISTS OF QUALITY JOURNALS

In a project sponsored by the PVC Research and Research Training, College Librarians compiled quality journal lists for each College using ERA journal titles mapped to Scihago quartile rankings by Research Services. The aim of the project was to assist in improving the quality of research publication across the University and to raise awareness about the changing scholarly publication landscape.

The lists were made available on the LibGuides platform. The quality journal lists included journal titles ranked Q1 and Q2 and were validated through close consultation with key College stakeholders, primarily Directors of Research and Research Training and other senior College leadership people. The selection of relevant FOR (Field of Research) codes or discipline areas for the College was a significant part of the development of the title lists. The lists were arranged by FOR codes or discipline areas or a combination of both. For some Colleges, alternative authoritative lists have been included such as the ABDC (Australian Business Deans Council) journal ranking list. Guidance for publishing in open access publications was also included.

OPEN ACCESS (OA) WEEK FORUM 2014

During 2014 Open Access week (21–24 October), VU Library took advantage of the webinar talks organised by the Australian Open Access Support Group (AOASG) by hosting them as events. The four talks provided a forum for VU staff and HDR students to learn about Open Access, new developments, and how OA is changing researcher communication and impact. The talks included: Open Access 101; Funder Open Access policies and requirements; Understanding publisher agreements; and The changing publishing landscape. They were recorded and have been subsequently made available by AOASG via YouTube.

The VU events were attended by 30 or so staff and students, an attendance rate which compares favourably internationally! A number of overseas institutions reported ‘scaling back’ or virtual-only campaigns in 2014, while others held a range of events with mostly small attendances. The experience of 2014 provided a sound model for future OA week communications and publicity, and obtaining feedback. It has also identified new areas for researcher support. While running the webinars provided a variety of informed and interesting talks and was an easy option, the lack of interactivity allowed (at scale i.e. four talks) by the format was less than satisfactory and would need consideration before repeating.
RESEARCH SUPPORT SHORT-COURSE

VU Library participated in a short-course (a five-day intensive) taught by Gillian Hallam of Queensland University of Technology (QUT) and organised by La Trobe University to address the increasing demand on libraries to provide support services to researchers in their institutions. VU Library funded its three research support librarians to attend the course. The knowledge and skills acquired through the unit aimed to provide a firm foundation for library and information professionals responsible for the development and provision of research support services within academic and special libraries.

Each participant who completed the assessment received a certificate of achievement, which can be used to apply for academic credit if they are enrolled in a relevant course at QUT or any other university.

SYMPLECTIC ELEMENTS

The Library collaborated with Research Services and the Enterprise Value Management (EVM) team to successfully install the Symplectic Elements software which houses data on VU researchers and research students. The system gathers the VU research data which can be used for internal and external assessment to prepare for government returns, facilitate decision processes, and report on the research activity undertaken across the institution. The Symplectic London team were very impressed with the quality and speed of the project team at VU. In December the project advanced to establishing an interface between the Elements system and the VU e-prints Research Repository to allow data to be pushed from Elements to the Repository and the researcher to upload full text open access copies of their materials via the Elements system.

VU REPOSITORY INTERFACE

The Victoria University Research Repository (formally known as VUJR) has been re-launched with a new user interface to better highlight search functionality and more effectively showcase prominent VU research outputs.

The website was redeveloped following a usability assessment and rebranding of current content to increase the visibility of featured research, most popular papers and pathways for submitting research. To raise awareness about Open Access and Victoria University Research Repository (VURR), a short version of a video produced by Vian Nguyen, Julie Gardner and Jessica Cork was displayed on all digital screens across campus libraries. The video highlighted the advantages of putting research in the repository – it makes research visible, accessible and global.

THE UNIVERSITY LIBRARY AS PUBLISHER

Based on core library values and building on the traditional skills of librarians, the university-library-as-publisher is distinguished from other publishing fields by a preference for Open Access dissemination and a willingness to embrace informal and experimental forms of scholarly communication and to challenge the status quo.

At VU, the Colleges have been responsible for editorial tasks including the peer review process, call for and acceptance of articles and uploading the final articles to the software. The Library’s role has been to negotiate access to the Online Journal Systems (OJS) journal software platform and assist with technical issues and uploading of articles in some cases. Web Services developed the webpages. These inaugural journal publications have been an exciting and transformative development for Victoria University.

The Library collaborated with academic staff to publish two journals online as open access:

- **The Journal of Business Systems, Governance and Ethics (JBSGE)** is published by the College of Law & Justice at Victoria University. It is an online peer reviewed journal whose purpose is to facilitate the publication of research articles in the fields of Business Systems, Corporate Governance and Ethical issues arising from these areas.

- **The Offset journal** is a creative arts journal published by the College of Arts. It is composed of prose, poetry, artwork, music, textiles, sculptures and multimedia. Submissions are accepted from both Victoria University students, and those in the wider community, and contributions are also encouraged nationally, and even in languages other than English.

Both these journals are free to access via the internet and therefore are free and easily accessible by the University community and worldwide.
ENHANCING ACCESS TO INFORMATION

DISCOVERY SERVICE

The Library embarked on a selection process for a replacement ‘discovery layer’ platform in 2013. A trial of the new discovery service was provided to enable Library staff to compare searching and results with the existing service. The new service was subsequently purchased based on a significant cost saving as well as capacity to provide specific benefits to the Library. In April 2014 the new discovery layer was released successfully. Library users have a simple and powerful single search box starting point which brings the most relevant items in the Library’s collections to their attention.

EBL AND Ebrary INTERFACE REDESIGN

Victoria University Library was selected as one of a limited number of beta testing sites for the new Ebrary e-book user interface. The Library provided feedback as the site developed and as a result we were able to transition to the much improved user interface ahead of most other Ebrary users, providing enhanced functionality to our Ebrary e-book users. This user interface will become the interface of the combined ProQuest EBL/Ebrary service in 2015.

E-TEXTBOOKS PROGRESS

Cengage made available a limited number of e-textbooks via EBL during 2014. The Library purchased all of the titles relevant to course programs. This is a positive development from a publisher to make textbook material accessible in electronic format. The program was a pilot and the Library’s active involvement will help convince publishers of the viability of e-textbook availability in academic libraries. While the titles are limited to three users, multiple copies can be purchased.

WEBSITE REVIEW

While the review of the Library website has been ongoing since the redevelopment of the site at the end of December 2012, analytics demonstrated an increase of 256% of users accessing the Library website from mobile phones and a 10.79% increase of users accessing the website from a tablet. In 2014, the Library established the Mobile Devices Usability group to address the delivery of library resources and services to mobile devices. The focus was on the need to address the growing popularity of these devices among users. A number of recommendations were put forward and subsequently implemented including the improved delivery of key resources to mobile devices and a guide for readers using e-books on tablets.
ART COLLECTION ADVISORY COMMITTEE (ACAC)

The University has a small but premium art collection which is managed by the Library and which has the potential to become a high quality regional art collection for the west of Melbourne. The Art Collection Advisory Committee (ACAC) was established because the key to a properly managed, well-resourced Art Collection is that it should be overseen by an advisory board that represents key stakeholders from the community and the University.

ACAC’s role is to oversee the strategies and operations of the art collection by:

• advising on the acquisition of artworks
• establishing strategies to grow and manage the collection
• advising on procedures for acquisition, management and display of the art collection
• assisting in seeking external funding and sponsorships
• establishing strategies to promote the art collection in the community.

Achievements so far have been:

• the development of terms of reference for the committee
• a draft strategy for the art collection
• two meetings chaired by Ralph Kiel, the University Librarian with attendance by Ros Casey, Director Advancement, Professor Diane Mayer and Ms Fiona Myer who is a community representative.

ARTISTS’ TALK

Two new artworks were purchased at the end of 2013. Both works are now on display on level 2 of the Footscray Park Learning Commons. They are: Kate Briscoe – Rockface Strata #10 and Barbara Bolt – The Unbearable Lightness of Being. To commemorate the purchase, an Artists’ Talk was held in July 2014, when both artists passed on their thoughts on their works and also the inspiration for their art more generally. There was a very good attendance of over 20 University and external staff.

COPYRIGHT SURVEY

In late July 2013, the Library was advised by the Copyright Authority that a number of academic disciplines in Victoria University had been selected to participate in a Copyright Monitoring Survey from 30 September to 22 December 2013. The areas selected cover discipline areas in the three Colleges of Business, Engineering and Science, and Arts and Community Studies. Regrettably, non-compliance with the survey prompted the Copyright Agency to require a re-run of the survey at the university for nine weeks from 13 January until 15 March 2014.

TIMOR-LESTE DIGITISATION AND DELEGATIONS

The Timor-Leste digitisation project aims to address the lack of open access digital resources on Timor-Leste available to VU researchers, students and staff by digitising items from the University Library’s special collection and items held in private collections.

The outcome will be a collection of value to the broader worldwide community of students, teaching staff, researchers, and persons with an interest in the history, culture and society of Timor-Leste. The unique historic resources will, in the long run, be combined with user-friendly resource discovery tools. The open access digitised files will include a collection of full text international journals, government and non-government publications, theses, books, and audio visual materials. So far two journal runs and 25 reports have been digitised and records created.

In July and September 2014, VU Library hosted delegations from Universidade Nacional Timor Loro’sae (UNTL) and the Ministry of Education respectively. Each group visited the Footscray Park Learning Commons for a presentation from the Library Executive on the principles and development of the Learning Commons at Victoria University. The delegates were all very interested in the design of contemporary learning spaces, the role of student rovers and how to transform traditional library spaces and structures through the learning commons model. They were also interested and pleased to hear about the Library’s project to improve open access to digital resources on Timor-Leste for VU and other researchers.
THE LEWIS & SKINNER ARCHIVE

The Lewis & Skinner archive exhibition featured historical hand-painted signs of Melbourne firm Lewis & Skinner that Dr Stefan Schutt, Research Program Leader at the Centre for Cultural Diversity and Wellbeing, rescued from a Footscray demolition site in 2012. To study the history surrounding the documents from Lewis & Skinner, Dr Schutt benefitted from the State Library of Victoria’s Berry Family Fellowship, which gave him full access to the collections of the State Library of Victoria. Additionally, the Lewis & Skinner archive development was funded by the Telematics Trust. The exhibition, facilitated by Arts Librarian Mark Armstrong-Roper, included an aerial map of western Melbourne showing signs painted by the Lewis & Skinner sign writing firm, mostly in the 1950s. It also displayed job sheets, contracts, agreements and drafts for advertising signs including Cadbury’s Bourneville Cocoa and the Beach Radiator Service.

WESTERN BULDOGS HISTORICAL DISPLAY

Through a collaboration between VU Library staff Jennifer Murphy and Sarika Singh and Associate Professor Robert Hess from the College of Sport and Exercise Science, the work of VU students Bronwyn Humphreys and Bernard O’Dwyer was displayed at the Footscray Park Library. As part of a Sports History project, the students curated the Western Bulldogs historical display which included some of the archival materials that students investigated and researched on the history of the Western Bulldogs. The archival materials on display included the Replica of 1935 ‘Candy-Striped’ Guernsey, photographs, player badges and the Footscray Football Club’s 69th (1952) Annual Report and Balance Sheet. The Western Bulldogs Museum has since opened and is located at Victoria University Whitten Oval.

REMEMBERING THE WEST GATE BRIDGE COLLAPSE

Virginia Martin, with assistance from the Coroners Court in Melbourne and the Public Records Office Victoria, set up an exhibition to remember the tragic collapse of the West Gate Bridge. At 11.50 am on 15 October 1970, the West Gate Bridge collapsed during construction — about two years into construction. Approximately 2,000 tonnes of steel and concrete crashed down into the banks of the Yarra, killing 35 workers and injuring many more. Rescuers had to work in difficult and dangerous conditions — a diesel oil fire broke out — and many of those killed died of horrific burns. It is the worst industrial disaster in Victoria, and a Royal Commission was established to investigate the cause of the collapse.

The Bridge eventually opened on 15 November 1978, 10 years after initial construction. The items displayed included:

- photos following the collapse of the Bridge and the impact of the tragedy
- documents including an artist impression of the West Gate Bridge Project
- maps
- a copy of the Report of the Royal Commission into the Failure of the West Gate Bridge (1971)
- newspaper articles and books by Bill Hitchings and Björn Akesson.

EXHIBITIONS
ARRIVALS AND DEPARTURES

The following new Library staff member was welcomed during the year: Barbara Guthann.

A number of staff left the University Library: Jenny Fafeita; Petra Grosz; Gail James; Maria Lauretta; Ana Luarte; Ben Mcrae; Kaylene Quelch; Miriam Ruscigno; Tina Trinh; Jennifer Tripp and Lisa Wood.

CELEBRATING LONG SERVICE

Significant service milestones were celebrated at the Long Service Lunch in September 2014. Library staff in attendance celebrated 10, 15, 20 or 25 years of service. On this occasion, each staff member was presented with a small gift and certificate.

CHANGE PLANS

During 2014 VU Library reduced salaries and realigned Library services significantly in the context of implementing two Library Change plans as required by the University. With these changes the number of Library positions has been reduced by one third or 32 EFT since 2012. As part of these reductions, the Library re-engineered workflows, ceased doing some tasks, outsourced some activities and ensured that no staff member had excessive workloads.

COACHING PROGRAM

In 2014 all senior Library staff members participated in the Coaching for Change and Business Performance Program which was delivered to over 100 VU Managers. The aim of the program is to enhance leadership capacity and confidence to drive cultural change, and to create new ways of working that improve business performance.

CONFERENCES

In 2014 VU Library had a strong presence at the VALA conference with attendance by 22 Library staff using shared registrations. Smaller numbers of staff attended ALIA, e-Research and iPRes conferences in Melbourne.
CROSS-INSTITUTIONAL MENTORING PROGRAM

VU Library once again participated in the cross-institutional library mentoring program, with three mentees and three mentors involved. There was greater interest from VU Library staff in 2014 but regretfully in the context of the university budget environment, and requirement to balance mentee and mentor nominations, not all staff were able to be supported this year. The institutions participating in 2014 were: CAVAL Ltd, Federation University (first time), La Trobe University, Monash University, RMIT University, State Library of Victoria, Swinburne University (first time), University of Melbourne and Victoria University. Some changes were made to the program’s processes including selection, mentee preparation and networking sessions. The changes appeared to have a positive impact on the program, for example: post-program evaluation indicated 100% participant satisfaction with matching! The emergence of a strong group of talented mentors offering a richer experience was also identified as key to the program’s success.

ELECTED MEMBERS OF EXTERNAL BODIES

Ralph Kiel: Treasurer and Member of National Executive, Council of Australian University Libraries (CAUL); Chair, CAUL Finance Advisory Committee; Member of CAVAL Product and Services Committee and Chair, CAVAL Reciprocal Borrowing Advisory Committee

Frances O’Neil: Practitioner Member, Quality and Assessment Advisory Committee, Council of Australian University Libraries (Outgoing); member ALIA Higher Education and Research Libraries Advisory Committee (HERLAC) (Founding member)

Adrian Gallagher: Practitioner Member, Quality and Assessment Advisory Committee, Council of Australian University Libraries (Incoming)

NEW QUALIFICATIONS ACHIEVED AND MEMBERSHIP OBTAINED

- Karen Anderson (University Archivist) - Professional Member of the Australian Society of Archivists
- Khanh Dang - Diploma of Library/Information Services
- Gillian Laughton - Graduate Certificate in Tertiary Education
- Jennifer Murphy - Graduate Certificate in Tertiary Education
- Angeea Sidaya - Bachelor of Information Studies (Information and Knowledge Management)
- Sarika Singh - Bachelor of Information Studies
- Phung K Tran - Bachelor of Business (Information and Knowledge Management)

PAPERS AND PRESENTATIONS


Wright, K 2014, “Broadening the record and expanding the archives”, in Archives and Manuscripts, vol. 42 no. 2, pp. 219-221.

RECORDS AND ARCHIVES SERVICES

As part of the second Library Change plan in 2014, responsibility for Records and Archives Services (RAS) was transferred to the Library. This included five staff: the Manager, RAS, University Archivist and three Records Consultants. The unit operates over four areas:

- Records management: Records Services works with the University to ensure records are appropriately created, captured, maintained and finally destroyed or transferred at the end of a record’s life.
- University Archives: The University Archives holds material from VU and its predecessor institutions, considered of permanent value to the State of Victoria and to VU. The Archives has materials dating back to 1916 and the establishment of the Footscray Technical School.
- Student Records: Student records maintains VU’s central student file and responds to requests for access to or information contained on the student files.
- Freedom of Information: The Manager, RAS also acts as the Freedom of Information Coordinator for VU and responds to requests made under the Freedom of Information Act 1982.

Major RAS achievements in 2014 include: (i) refreshing the RecFind system to consolidate existing material and allow for widespread use of electronic records management; (ii) consolidating and updating the Business Classification Scheme; (iii) consolidating and integrating the former Faculty/College level student files with the central student files; and (iv) providing considerable input into The Door of Opportunity Centenary Exhibition on display at VU at MetroWest. Many items and photographs from the Archives were used in the exhibition.
STAFF AWARDS

At the library’s end of year meeting, several awards were presented to Library staff.

Innovation Award

Lou Connell, John Tripotseris, Dana Kuljanin and Jennifer Murphy are part of the Scholarly Information Services (SIS) team.

In 2013, SIS Librarians started offering pop-up or drop-in sessions at locations outside of the Library where the students were. The aim was to allow students to drop in when required, without an appointment, during specified hours when they could work with a library mentor on whatever they needed help with. The Librarians have offered the sessions in conjunction with Academic Support & Development colleagues. The sessions have been acknowledged as effective in providing focused library assistance and as a supplement to more formal instruction sessions.

Library Service Award

Sally Hand and Krina McFarlane

Sally Hand was recognised for being continually helpful and friendly to Sunshine campus staff and students alike. She is “real professional at all times and nothing is too much trouble for her”.

Krina McFarlane was recognised for her amazing support to many students studying at graduate level — her ability to refame a literature search to present students with more choices and to keep students in mind by sending them articles that she came across in her role at the Library.

Outstanding Contribution Award

Bronwyn Betts, librarian at the City Queen library, was recognised for her extraordinary knowledge of the Australian Guide to Legal Citation (AGLC) and the generous help she provides to students at the law school — with lines of law students around the library at times.
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### Facilities & Equipment

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<td>2,679</td>
<td>2,633</td>
<td>2,614</td>
</tr>
</tbody>
</table>

### Collections

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, DVDs, CDs, Kits</td>
<td>502,858</td>
<td>460,909</td>
<td>414,983</td>
</tr>
<tr>
<td>E-Books</td>
<td>488,750</td>
<td>487,355</td>
<td>571,716</td>
</tr>
<tr>
<td>Print Journal titles</td>
<td>758</td>
<td>760</td>
<td>516</td>
</tr>
<tr>
<td>Electronic Journal titles</td>
<td>61,638</td>
<td>53,533</td>
<td>69,007</td>
</tr>
<tr>
<td>Journal titles(^{2,3})</td>
<td>62,396</td>
<td>54,293</td>
<td>69,523</td>
</tr>
<tr>
<td>VU Research Repository full-text downloads</td>
<td>341,894</td>
<td>415,639</td>
<td>505,767</td>
</tr>
<tr>
<td>VU Research Repository open access full text</td>
<td>2,883</td>
<td>3,001</td>
<td>3,383</td>
</tr>
</tbody>
</table>

### Resource Usage

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>First time print loans</td>
<td>116,688</td>
<td>97,851</td>
<td>112,754</td>
</tr>
<tr>
<td>Total loans and renewals</td>
<td>448,581</td>
<td>374,710</td>
<td>228,786</td>
</tr>
<tr>
<td>Total E-book downloads(^4)</td>
<td>144,035</td>
<td>534,704</td>
<td>540,002</td>
</tr>
<tr>
<td>Full-text journal downloads(^5)</td>
<td>1,328,008</td>
<td>1,355,119</td>
<td>1,416,059</td>
</tr>
<tr>
<td>Library website page views</td>
<td>4,574,035</td>
<td>2,160,339</td>
<td>2,237,533</td>
</tr>
<tr>
<td>Library website unique page views</td>
<td>3,524,928</td>
<td>1,620,217</td>
<td>1,690,842</td>
</tr>
<tr>
<td>Library website visits</td>
<td>886,437</td>
<td>858,627</td>
<td></td>
</tr>
</tbody>
</table>

### Resource Sharing

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Supply items received</td>
<td>2,852</td>
<td>1,295</td>
<td>1,504</td>
</tr>
<tr>
<td>ArticleReach items received</td>
<td>1,092</td>
<td>2,553</td>
<td>3,155</td>
</tr>
<tr>
<td>Bonus items received</td>
<td>4,261</td>
<td>3,389</td>
<td>3,550</td>
</tr>
<tr>
<td><strong>Total items received</strong></td>
<td><strong>8,205</strong></td>
<td><strong>7,237</strong></td>
<td><strong>8,209</strong></td>
</tr>
<tr>
<td>Document Supply items supplied</td>
<td>1,282</td>
<td>940</td>
<td>932</td>
</tr>
<tr>
<td>ArticleReach items supplied</td>
<td>144</td>
<td>854</td>
<td>915</td>
</tr>
<tr>
<td>Bonus items supplied</td>
<td>6,494</td>
<td>4,160</td>
<td>3,725</td>
</tr>
<tr>
<td><strong>Total items supplied</strong></td>
<td><strong>7,920</strong></td>
<td><strong>5,954</strong></td>
<td><strong>5,572</strong></td>
</tr>
</tbody>
</table>

---

1. E-book titles accessible, including free, purchased and subscriptions
2. Journal titles accessible — both print and electronic
3. Reduction of accessible journal titles due to removal of open access journal titles from catalogue
4. Total downloads of chapters or full books from subscribed and owned e-books
5. Full text article downloads from a selection of Library databases
6. 2012 data was the last from the previous website — the new website usage commenced in 2013
COUNTING CLASSES:

As noted earlier in this annual report, in the context of the increasing use of VU Collaborate for delivery and the adoption of more blended learning approaches, it was decided that counting educational sessions and participants was less meaningful as a measure of work and impact, and as a result will no longer be collected/reported.

<table>
<thead>
<tr>
<th>RESEARCH AND ENQUIRY SKILLS TRAINING</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes</td>
<td>811</td>
<td>704</td>
</tr>
<tr>
<td>Participants</td>
<td>16,063</td>
<td>13,002</td>
</tr>
</tbody>
</table>

CLIENT COMMUNICATIONS:

Although a low number of email enquiries was recorded for 2014, the email query service is growing and offers an alternative way for clients to contact the Library, particularly if they are at a remote location. The number of emails increased marginally in 2014. The telephone enquiry service is a central service for library clients with a telephone number located on the website. From 2013 to 2014 the amount of calls increased by about 4%. The low number of calls is due to the many other individual and service point phone numbers where calls from clients are not collated.

<table>
<thead>
<tr>
<th>COMMUNICATION</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone enquiry service</td>
<td>2,860</td>
<td>2,969</td>
<td></td>
</tr>
<tr>
<td>Email enquiry service</td>
<td>374</td>
<td>405</td>
<td></td>
</tr>
</tbody>
</table>
In recent years there has been a considerable increase in electronic acquisitions so that by 2013 the number of e-books exceeded the number of print books/DVDs etc., and this is continuing. In 2014 the number of e-books increased by 15% over 2013. At the same time the number of print books and other physical items has steadily decreased and in 2014 reduced by 10% as items were removed from the shelves. VU journal titles increased in 2014 by 25% due to the addition of freely available open access journals. The vast majority of journal titles are electronic. There was a 12% increase of open access full-text research outputs accessible from the VU Research Repository in 2014.

<table>
<thead>
<tr>
<th>COLLECTIONS</th>
<th>2012</th>
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<table>
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<tr>
<th>JOURNALS ELECTRONIC AND PRINT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Journal titles by type</strong></td>
<td>2012</td>
<td>2013</td>
<td>2014</td>
</tr>
<tr>
<td>Print individual journals</td>
<td>758</td>
<td>760</td>
<td>516</td>
</tr>
<tr>
<td>Electronic individual journals</td>
<td>28,915</td>
<td>18,041</td>
<td>38,516</td>
</tr>
<tr>
<td>Electronic journals and packages</td>
<td>25,045 full + 7,678 selection</td>
<td>27,272 full + 8,220 selection</td>
<td>22,596 full + 7,895 selection</td>
</tr>
</tbody>
</table>
USAGE OF INFORMATION RESOURCES

While the number of downloads of e-books increased enormously in 2013, this increase was moderated considerably in 2014. Over the last few years the growth in downloads from full-text journal articles has been modest but still increasing year on year. The number of accesses to the Library website dropped considerably in 2013 due to the implementation of new web architecture because it is suspected users were better able to navigate the website resulting in less hits on the pages. The Library website was the third most popular at the University in 2014. Downloads from the Repository have increased over the last few years with a pleasing increase of 19% in 2014.

<table>
<thead>
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<th>Resource usage</th>
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FIRST TIME LOANS

These have continued to decline and in 2014 first time loans were 57% of the number of loans in 2011. However it is still a significant activity with 87,391 items loaned in 2014, requiring a considerable amount of staff resources to acquire, catalogue, describe, lend and shelve the items. It also indicates that some students still prefer to read a print book.

![First Time Loans Chart](chart.png)

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7 Total downloads of chapters or full books from subscribed and owned e-books
8 Full text article downloads from a selection of Library databases
9 2012 data was the last from the previous website — the new website usage commenced in 2013