

VICTORIA UNIVERSITY LIBRARY AND RECORDS AND ARCHIVES 2016 ANNUAL REPORT



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**VICTORIA
UNIVERSITY**
MELBOURNE AUSTRALIA



OUR MISSION

THE LIBRARY'S PURPOSE

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

OUR VISION

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

The Library and Records and Archives Service will:

- Support each student pursue a flexible, personalised learning journey
- Deepen partnerships with the Colleges in learning, teaching, curriculum development and research
- Constantly renew scholarly information resources in line with the University's research and education distinctive specialisations
- Enhance the ability of patrons to easily find the information they require and seek new digital technologies to deliver information and services
- Re-conceptualise virtual services and physical services and learning spaces within Learning Commons
- Refresh staff capabilities to deliver on this vision and mission
- Publish open access VU scholarly works including journals and books
- Grow the University's art collection with a focus on the west of Melbourne
- Develop research data management services in partnership with Research Services
- Evaluate the Library's contribution to student success
- Advocate for and contribute to open access for research data and publications and education resources
- Implement a discovery system for easy access to the University's electronic records and archives service.

UNIVERSITY LIBRARIAN'S MESSAGE



Ralph Kiel, University Librarian

I am pleased to outline my highlights for 2016. In 2016, the excellence of the Library was demonstrated by the quality of our operational plan outcomes, the confidence the university demonstrated in awarding strategic and other funding to the Library, and the high quality and innovative Library staff as verified by the winners of our staff awards presented at the end of year staff meeting.

Experiencing a change in portfolio in 2016, the Library came under the portfolio of the new Pro Vice-Chancellor, Learning Innovation and Quality (LIQ) Professor Ian Solomonides. This portfolio has brought together the Centre for Collaborative Learning and Teaching (CCLT), the Centre for Student Success and the University Library amongst others, to foster and lead the transformation of learning, teaching and curriculum design at Victoria University. Also at the start of the year, Technical Services, the central service for Laboratory Technicians commenced reporting to me through Bradley Gatt, Team Leader, Technical Services.

The outcomes from our operational plan in 2016 involved many of our staff and, in some cases, involved work with external vendors and staff working in other parts of the university. Staff from digital services worked solidly on the e-reserve plus system, a comprehensive reading list management system with a copyright control solution appropriate for Australian conditions and integration with the university's learning management system. It was rolled out in conjunction with the blended learning project in the latter part of 2016.

Being allocated strategic funds is an indication of confidence in the receiver's ability to deliver. In 2016 the Library received strategic funding for e-reserve, the new reading management system as described above. It also received funds for Lynda.com, an updated collection of thousands of online tutorial videos on business, creative industries, education and technical skills. Lynda.com has proven to be very popular and is being used in many Victoria Polytechnic blended learning units. Strategic funds continued to be allocated for the extended opening hours as a result of the highly successful pilot programme in 2015.

Staff awards at the end of the year meeting were a highlight for me. It is great to see the large number of nominations from both staff and students which again show confidence in the quality of Library staff. They also demonstrate innovation in service delivery. A special thanks therefore goes out to all the nominees but especially the winners: Kim Burrell, Barbara Gutthann, Meg Weller, Cindy Mohammad and Ben Humphreys.

I just want to acknowledge two staff who departed in 2016, namely Mark Armstrong-Roper who was the College of Arts librarian and Kirsten Wright who has been Manager of Records and Archives Service for five years and has left the university to work in her chosen field as an archivist. On behalf of the Library staff I wish them all the best for the future.

Finally I would like to thank all the Library and Records and Archives Service staff for their hard work during the year which has resulted in such outstanding outcomes.

Ralph Kiel
University Librarian

2016 HIGHLIGHTS

EXTENDED LIBRARY OPENING HOURS

In 2016 the Library “normalised” extended library opening hours at the City Flinders and Footscray Park campus libraries to support the learning needs of students by providing greater access to resources and facilities. This was in response to the 2015 Library Client survey and subsequent to a very successful pilot held in late 2015.

Increased access to study areas (levels 2 and 3 and the research lounge) was provided at Footscray Park campus library in 2016 due to the success of the pilot. Both campus libraries were open 24 hours (Monday 8am until Friday midnight) for VU students, staff and alumni during key periods of both semesters, in particular in the last weeks of the semester when final assignments were due and exams were held. In 2016, due to demand, the weekend opening hours at these campus libraries were also extended (from 5pm to 10pm), with the two libraries opening from 10am – 10pm on weekends.

Library staff (with the support of student assistants) were available at the service desk and all services were provided up to midnight during the extended hours. From midnight to 8am, students had access to PCs, study spaces, self-services and eResources only, with security guards on duty to ensure safety and security.

VISITS DURING EXTENDED HOURS

Semester 1 2016	Total visits at Footscray Park Library	Total visits at City Flinders Library*
Tues-Fri (midnight to 8am)	10,545	3,312
Sat-Sun (10am to 10pm)	27,742	11,154
Semester 2 2016	Total visits at Footscray Park Library	Total visits at City Flinders Library*
Tues-Fri (midnight to 8am)	10,127	3,621
Sat-Sun (10am to 10pm)	7,836	4,773

*Note: City Flinders Library has less seating capacity



Students took a break from their study to engage and de-stress with the therapy dogs visiting the Library.

EVENTS

IN THE NEWS: PAWS THE PRESSURE

In October 2016 VU Library held three “PAWS the Pressure” events across three campus libraries. The aim of the events was to support students during the very stressful period leading up to submission of assignments and exam preparation. Students were invited to take a break from their study and to engage and de-stress with the therapy dogs (from the Delta Society) visiting the Library. The events were very successful, and attracted a lot of media attention including an item on the ABC news which went viral on social media (over 145,000 views), radio interviews and local newspaper articles.

Following the publicity, the University was approached by PLGRM, an innovative video production company, to make a video about the scheduled visits of the therapy dogs at campus libraries and how stress can impact students. The Library and the Marketing & External Relations team worked very closely with PLGRM to produce the video. The result is a very engaging video that tells a story about some students at VU and the stress that they experience.

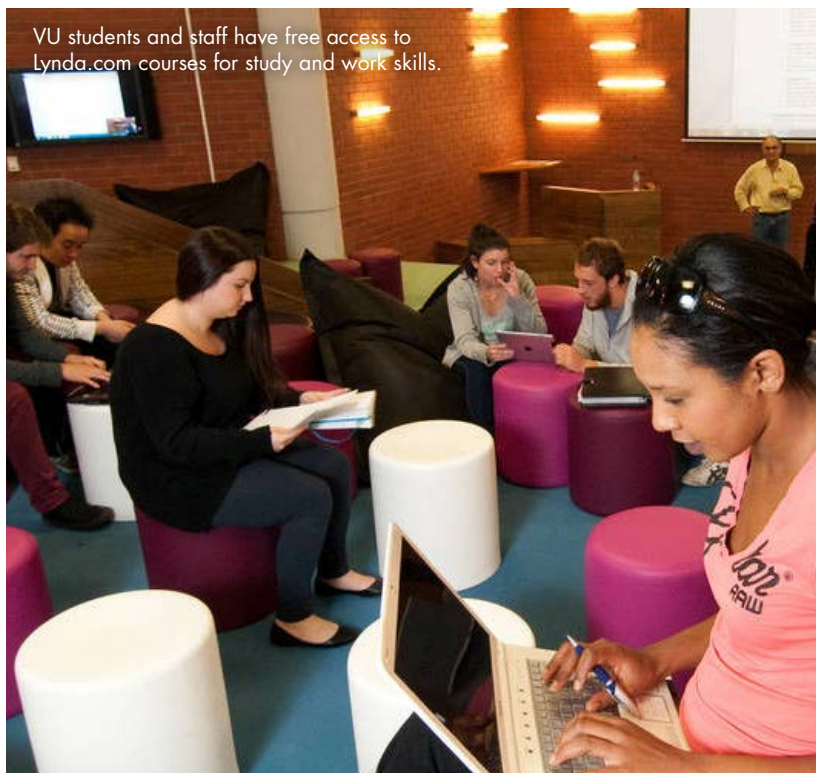
BOOK LAUNCH: UNIVERSITY OF TEXAS AT EL PASO (UTEP) COLLABORATION

A delegation from UTEP was at VU in September to celebrate the close relationship between the two universities over the last 10 or so years. During the visit of the UTEP delegation, a monograph titled *Ten Years of a Global Partnership* which outlined the relationship between the two universities, was launched. This was a very exciting time for the Library as *Ten Years of a Global Partnership* is published by VU Library and is our first publication of an online book. The online version can be found [here](#).

ON FACEBOOK: POKÉMON IN THE LIBRARY

VU Library featured among the photos posted on VU Facebook for the Pokémon Go competition that ran mid-2016. The competition encouraged Pokémon fans to post their best Pokémon find on campus for a chance to win a mobile power bank.

VU students and staff have free access to Lynda.com courses for study and work skills.



SUPPORTING LEARNING & TEACHING

LYNDA.COM FOR TEACHING

The video training collection Lynda.com was purchased in May as part of the Library's support for the VU Blend strategy. Lynda.com usage for the May-October period rose to over 1300 individual users with over 15,000 resource views. This was an unusually large volume of usage for a video resource, demonstrating strong take-up by Victoria Polytechnic and target Colleges in embedding Lynda.com content in the University's Brightspace learning management system *VU Collaborate*. To promote the integration of Lynda.com into the curriculum, a webinar was hosted with academic staff demonstrating how to use Lynda.com as a teaching resource including tips for navigating the Lynda.com database and for locating resources, customising playlists for individual courses, and adding teacher notes and URLs for extended learning.

BLENDED LEARNING PROJECT

2016 saw the implementation of the University's Blended Learning initiative, the VU Blend. This project involved the creation of online and face-to-face learning in 100+ key units within the Colleges in 2016. The project will ultimately involve an additional 500+ units over 2017 and 2018. The College Librarian teams met with their counterpart Technology Enhanced Learning Designers as the VU Blend kicked off. The Librarians mapped to each of the units a range of resources: videos, scholarly e-journal articles, ebooks and open education resources, to assist lecturers in providing online alternatives to face-to-face delivery within their units.

ACQUISITION OF READING LIST SOFTWARE

In June the Library purchased the eReserve Plus reading list software package to provide an accessible and easy-to-use platform for accessing course required information resources, a repository for general learning objects and a copyright management system to track use of third party copyright materials on the learning management system. After a period of extended testing, the system implementation within *VU Collaborate* was completed in December.

REVIEW OF DISCOVERY LAYER TO IMPROVE ACCESS TO eRESOURCES

A review of the content delivery of the VU EBSCO Discovery Service (EDS) was undertaken in 2016 to see if improvements could be made to the access and discoverability of eBooks and eJournals. The review considered four main areas of investigation including

checking that resource discovery is working effectively for our most important databases; relevance ranking of results; and possible integration with the University's Single Sign On (SSO) environment.

The outcomes of the review which will improve access and retrieval include: changing authentication methods to improve integration with SSO; the creation of additional Customlinks (VU controlled URL templates) to maximise discoverability; working with EBSCO on development of a relevance ranking 'app'; and a working group established to investigate EBSCO Full Text Finder and Link Resolver.

COLLEGE SUPPORT ROLE CHANGES

Following the merger of the College of Education and parts of the College of Arts to form the new College of Arts and Education, the Library took the opportunity to realign College Librarian roles. In 2017, Pam Abalo is leading support for the new College of Arts and Education in conjunction with Julie Handford; Linda Forbes has taken the lead for the Colleges of Engineering & Science and Sport & Exercise Science in conjunction with Dana Kuljanin and Sarika Singh; and Jennifer Murphy, in conjunction with Meg Weller, have taken up the new coordinating role of Educational Services Librarian with responsibility to provide leadership in the development of library and information services to support the University's learning and teaching activities. Jennifer and Meg are also assuming responsibility for the [Special collections](#). The other parts of the College of Arts, Psychology and Social Work, joined the College of Health and Biomedicine.

SUPPORT FOR VU SYDNEY

During 2016, the Library extended access to Sierra (VU's integrated library system) for the VU Sydney campus to enable circulation and control of the small collection of textbooks there. The Student Services centre at VU Sydney has a small collection of around 740 textbooks behind a counter for student loan. Records for the books were added to Sierra and barcode labels attached to the books. A barcode reader was also supplied. Sierra was installed on the staff PCs at the service counter with limited access to functions.

BLENDED SHELVES

In 2016, staff at the Law Library have promoted selected podcasts to law students. While some podcasts, such as the June 2016 podcast of a debate between the Attorney-General and Shadow Attorney-General date quickly, other podcasts remain a valuable source of information. It was with these podcasts in mind that a new style of wobblers was created.

At Queen Street, wobblers were already used to promote individual eBook titles so why not podcasts too? The wobblers displayed a brief description of the podcast and a QR code for easy downloading to a mobile phone. They were attached to the shelves so that browsing students were alerted to the existence of relevant podcasts. The number of times the QR codes were scanned could be tracked and that data was used to determine whether to continue to create the podcast wobblers. In total, 19 podcast wobblers are currently on display. Usage statistics indicate that the most popular podcasts have been those that deal with family and criminal law.



MAKERSPACE AT FOOTSCRAY

NICHOLSON CAMPUS LIBRARY

The Library supported Dr Greg Giannis, a teacher in Victoria Polytechnic, by hosting a "makerspace" in the Library during the second half of 2016. A makerspace is a space where people can gather to create, invent, and learn. Dr Giannis' project was looking at how the University community would benefit from having a makerspace, basing his proposal on his research and explorations in the field, including an overseas ISS Research Fellowship where he looked at examples of best practice in the teaching of software and hardware skills. Footscray Nicholson Campus Library provided a semi-permanent, open space for Dr Giannis to host the weekly makerspace and associated activities around building Science, Technology, Engineering and Mathematics (STEM) capability including tools for building student digital literacy and space for teachers to familiarise themselves with technology.

ART COLLECTION DEVELOPMENTS

2016 ART ACQUISITIONS

A theme of the 2016 art acquisition program was the purchase of works by contemporary aboriginal artists.

In early 2016, the Library acquired two works by Josh Muir: *Oxymoron* and *Dispute*. *Oxymoron* was initially displayed as a projection contribution to Melbourne's [White Night 2016](#), while *Dispute* is part of a series referencing the story of William Buckley. Josh Muir provided more details on the extent of his artist's journey in a talk to a mix of college, media and Library staff in October. Later in November the Library was also fortunate to acquire the striking contemporary piece, *Your passivity seduces no one but yourself*, by NSW artist Jaye Early, winner of the University of Melbourne Murrup Barak Award in the 2015 Koorie Art Show at Koorie Heritage Trust.

VU ALUMNI ART PRIZE

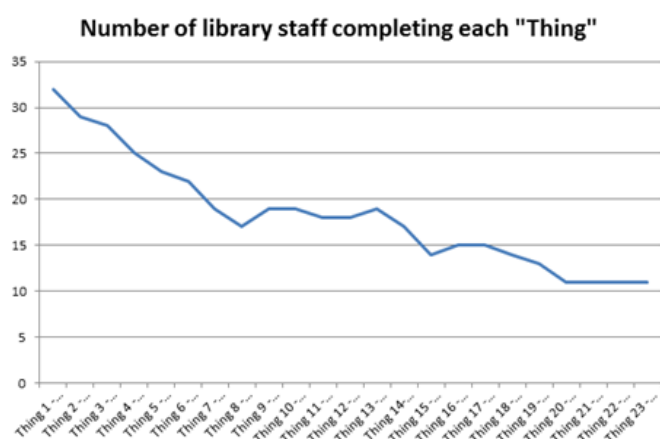
Once again in 2016 the Library sponsored the bi-annual VU Alumni Art Prize. The Prize is open to all VU alumni, and has been funded by the Library for the past few years. The major prize went to Nick Olliff for his work *The Milkmaid*, a three-dimensional take on Vermeer's milkmaid *The Kitchen Maid*. The minor prize was awarded to Nicolas Dell'Oso for his work *Head of a Man*. The prizes, awarded at the opening of the VU Alumni Art exhibition, were each a wonderful surprise to the grateful winners.

BUILDING CAPABILITY

STAFF DEVELOPMENT PROGRAMS

23 (RESEARCH DATA) THINGS

During 2016, VU Library participated in the professional development program *23 (Research Data) Things for 2016*. By the end of the program, 33 Library staff had participated in it. All participants completed at least two things, with a third (11 people) completing all 23 things! As would be expected, the earlier things (i.e. Things 1, 2, 3) had the most participants with a gradual decline in numbers throughout the program (see graph), and if participants got to Thing 20 they got to the finish line!



CRIG SEMINAR 2016

A number of Scholarly Information Services (SIS) and Campus staff attended the annual CAVAL Research and Information Group (CRIG) Seminar. This is a significant event in the staff development calendar for librarians engaged in the rapidly evolving user education/information literacy field in Victorian university and TAFE libraries. As part of the program, Librarian Sarika Singh presented a Lightning Talk titled *Evaluation of student e-book education and training at Victoria University*.

CROSS-INSTITUTIONAL MENTORING PROGRAM

VU Library supported one mentee and two mentors for the program in 2016. The program included some interesting events such as the Coaching Ourselves module: *Time to Dialogue* and talks based on showcasing library value through storytelling. The talks featured Kate Torney, CEO of the State Library of Victoria on storytelling and its importance for librarians and libraries and Gabrielle Dolan on the power of sharing a personal story attached to a business message.

EMERGENT TECHNOLOGIES IN EDUCATION (ETE)

More than 20 Library staff who attended the ETE program in December 2015 presented their projects to their colleagues at a session hosted by Associate Professor Mark Pegrum, from the University of Western Australia, in February 2016. They showcased an impressive variety of projects with some very creative titles, using educational technologies from LibGuides and LibShare to Padlet and Scoop.it. The session was a great opportunity for other people to see the projects and generate further ideas and enthusiasm for introducing new technologies in workplace contexts.

LEARNING DESIGN WORKSHOP

Associate Professor Mark Pegrum was invited to run another Learning Design workshop in December 2016. The workshop, attended by some 20 librarians, considered how elements of traditional educational approaches (information transmission and behaviourism) can be integrated with progressive approaches (social constructivism). The workshop provided an insight into the design of flipped lessons and offered participants the opportunity to review an existing or planned lesson and rework it into a flipped format.

LIBRARY DATA CARPENTRY

Three Librarians, Julie Gardner, Cameron Barrie and Jessica Cork, attended a three-day Library Data Carpentry workshop held at the University of Technology Sydney for hands-on experience in extracting and cleaning up data, and basic coding skills. Of particular interest was the [Open Refine](#) tool, described as "Excel on steroids" and a powerful free tool to clean up and organise complex data. The Python coding component of the workshop had some challenging moments, but the instructor and volunteer helpers managed to get the 40 participants creating and running their own Python functions by the third day.

VALA 2016 CONFERENCE

The Library supported 16 Library staff members to attend VALA 2016. The keynote speakers, who included Lee Rainie from Pew Internet Research, were particularly interesting and entertaining, talking about topics ranging from: the narratives librarians create about themselves and the community (faculty and students) they work with; to [design thinking](#) and content curation. Something new (or return to something old) were the roundtable sessions of panellists discussing hot topics including future of publishing, professional development and discovery. Papers for the [2016 conference](#) are available.

KNOWLEDGE SHARING

PRESENTATION TO CHINESE DELEGATION

VU Library hosted a visit by academics and administrators from several of the University's partner universities in China including Liaoning University. During his presentation, the University Librarian outlined the Learning Commons principles and services, collection trends and student feedback on services. The international visitors, who were in Australia for a three-week professional development program, were interested in the students-as-staff programs and the associated affordances of peer-to-peer support as well as the Library's capability to run webinars for offshore students and staff. The visitors also had questions about the issues Chinese students have when using the Library's electronic resources and services. Some VU Librarians have been working with these staff to support student use of Library resources.

OPEN ACCESS TALK WITH INDONESIAN VISITORS

VU Library hosted a visit in October by Yaniasih Desna Noronha and her colleagues Michael and Ambair from the Indonesian Institute of Sciences (IIS). The IIS is developing a national open access repository for the organisation which counts nearly 1,000 researchers and its open access objective is a large and nationally significant undertaking. The visitors discussed VU open access approaches and advocacy: the multi-faceted approach taken by VU Library including the open access repository ([VU Research Repository](#)), university policy, training, funds for open access publishing, Open Access Week events, and membership of the Australasian Open Access Strategy Group (AOASG).

IDEAS PADLET FOR CHANGE AND INNOVATION

In June, Librarian Dana Kuljanin initiated the *Ideas Padlet* as part of the University's *Your Voice Working Group for Change and Innovation*. *Ideas Padlet* gathered more than 40 ideas from all Library staff for innovations and improvements not just for the Library but for a range of VU services, processes and activities. Each idea was considered by the Library Management Team and assessed for action. Ideas implemented immediately include:

- provision of bigger and better bins
- a makerspace which coincidentally was already in progress at Footscray Nicholson
- a 'puppy lab' or 'paws to de-stress' for reducing student stress during exam times
- alternatives to using noisy hand dryer (Footscray Park, Building D)

- opportunities for staff and students to enhance particularly their digital literacy skills
- closure of the book-drop chute (Footscray Park, Building D)
- improvements to library fines, debt collection and exit checklist processes
- improvements to student amenities especially furniture.

Other ideas required a longer-term project-based approach and the remaining ideas have been referred to other areas within the University, such as Student Services or Facilities. Dana's initiative was commended for the excellent outcomes from the Padlet.

PRESENTATIONS

eRESEARCH AUSTRALASIA CONFERENCE

POSTER PRESENTATION



Left to right: Pam Abalo, Jessica Cork, Cameron Barrie and Jennifer Murphy with their research poster

Five VU Librarians submitted a poster titled *Starting the conversation! A graphic approach to talking data management* for the eResearch Australasia Conference held in Melbourne on 10-14 October. The poster created by Lou Connell, Cameron Barrie, Jennifer Murphy, Pam Abalo and Jessica Cork, outlined how librarians and researchers start a discussion about data management. It was based on a graphic which was devised to assist the discussion through the various research stages with researchers at Victoria University. The stages are: Plan, Store, Collect, Analyse and Discover. The graphic is a great tool and it can be found on the [Research Data Management Libguide](#). The poster was well received at the conference, with attendees asking many questions and commending the presenters on their efforts.

SCHOOL LIBRARY ASSOCIATION OF VICTORIA (SLAV) WORKSHOP

In April 2016, VU Library presented a higher education library's experience of using LibGuides at the School Library Association of Victoria's workshop, "LibGuides: a workshop for all school library staff from a practitioners view. Frances O'Neil, Linda Forbes and Pam Abalo spoke about Victoria University's LibGuides experience: VU implementation in 2011; how VU Library has used LibGuides; uptake and feedback; benefits for the Library and for students; pros and cons; LibGuides review in 2014 and moving to LibGuides Version 2. Pam and Linda also worked with participants in small groups to demonstrate the creation of a guide. It was a great opportunity to network with colleagues working in the school library sector, to learn from what they have been doing with LibGuides, and to showcase VU Library LibGuides content.

CAVAL PROFESSIONAL DEVELOPMENT INTEREST GROUP (PDIG) SEMINAR

In June 2016, Garry Potter presented a modified version of a conference paper presented in the USA in 2015, "Emotional Labour in the Workplace" to members of the CAVAL PDIG at Melbourne University. The presentation examined the theory of emotional labour in the library and information science profession; the impact of workplace stress, employer demands and patron expectations; and the development of strategies to increase awareness of the issues around emotional labour to support staff so that they can manage their emotions and improve performance.

PAWS THE PRESSURE PRESENTATION

In December 2016, Garry Potter on a visit to Bozeman, Montana in the USA, took the opportunity to give a presentation to staff at the Montana State University Library on the success of VU Library's PAWS the Pressure program.

PUBLICATIONS AND PRESENTATIONS

Abalo, P, Forbes, L & O'Neil, F 2016, 'LibGuides: the view from VU' paper presented at LibGuides from a Practitioners view: A workshop for all School Library staff, School Libraries Association of Victoria (SLAV), Melbourne, 29 April 2016.

Connell, L, Barrie, C, Murphy, J, Abalo, P & Cork, J 2016, 'Starting the conversation! A graphic approach to talking data management' poster presented at eResearch Australasia Conference, Melbourne, 10-14 October 2016.

Dexter-Ingram, T 2015, 'Customer Service at Victoria University, St. Albans Campus Library' in S Mossop (ed.), *Customer Service in Academic Libraries*, Chandos Publishing (Elsevier).

Forbes, L 2016 'Women in the Special Collections' paper presented at Victoria University Feminist Research Network (FRN) seminar, Melbourne, 10 October 2016.

Gallagher, A, Kiel, R, Stakes, R, & Riter, S 2016, 'An Uncommon Journey: the collaboration between the University of Texas at El Paso and Victoria University Libraries in building the Learning Commons' in E. Salome (ed.), *Ten Years of a Global Partnership: Victoria University and University of Texas at El Paso*, Victoria University, Melbourne, pp. 37-44.



TEN YEARS OF A GLOBAL PARTNERSHIP VICTORIA UNIVERSITY AND UNIVERSITY OF TEXAS AT EL PASO

Greenway, M, Ainsworth, N & Betts, B 2016, 'Virtually On-Campus', *Australian Law Librarian*, vol. 24, no. 3, pp. 74-77.

Kiel, R, O'Neil, F & Singh, S 2016, 'eLearning pedagogy and emerging educational technologies' paper presented at Learning & Teaching Symposium, Melbourne, 29 September 2016.

O'Neil, F 2016, 'Doing it ourselves: a longitudinal study of Insync at Victoria University Library' in J Atkinson (ed.), *Quality and the academic library*, Chandos Publishing (Sage), Oxford, pp. 221-228.

Potter, G 2016, 'Emotional Labour in the Workplace' paper presented at CAVAL PDIG seminar, Melbourne, 22 June 2016.

Potter, G 2016, 'PAWS the pressure' paper presented at Montana State University Library, Bozeman, Montana, 22 December 2016.

Singh, S 2016, 'Evaluation of student e-book education and training at Victoria University' paper presented at 2016 CRIG seminar, Melbourne, 2 December 2016.

RECORDS & ARCHIVES SERVICE

During 2016, the Records and Archives Services (RAS) team accomplished significant achievements and success stories that not only impact our university, but all Victorian Higher and Further Education Sectors.

NEW RDA RELEASED

After more than four years of leading the consultation and development of the new Higher and Further Education Retention Disposal Authority (RDA) in collaboration with Public Record Officer of Victoria ([PROV](#)), Kirsten Wright, Manager RAS, announced late in 2016 the release of the new standard. Kirsten played a key role in coordinating the collaborative efforts of the Victorian Higher Education Records Management and Archives Group ([VHERMAG](#)) and PROV while further consulting with her own Records team who provided significant feedback to enhance the new RDA.

The RAS Records Consultants (RCs) embarked on several key appraisal projects throughout 2016 including People and Culture case and subject files, Facilities Management project files and the former Principal Officer's subject files. Additionally, with support from the Student Records Management casual staff, the RCs commenced the "Rationalization of the employee staff files", which involves the merging and registering on RecFind all employee files dating back pre 1992. This is the foundation work for moving towards electronic only employee files and the work is expected to be completed by May 2017.

VU CENTENARY EVENTS

The University Archives was again involved in VU's Centenary program and various exhibitions throughout the year, including: the Academic Postcards, *Then & Now* exhibition for the College of Education, and Footscray University Town Projects such as *Message in a Cup* and *Public Pedagogies Pop-up School*. In particular, the Archives assisted with the production of the third phase of the Centenary Exhibition and the Footscray City College centenary celebrations.

Further achievement saw the production online, of historic [Blue & Gold magazine](#) of the Footscray Technical School. The magazines were published from 1941-1978 and provide a great snapshot into life at the school. Kirsten Wright and Antoine Guillemette oversaw the digitisation and uploading processes. Each magazine is now available for browsing on the VU Centenary website; text within the magazines can be searched using Optical Character Recognition (OCR), or copies can be downloaded.

Of particular interest are the advertisements featured on the final pages of the magazine which demonstrate the school's early links with industry and employers. It is interesting to note that, in a particular advertisement, a can-making business was located in the old building at 240 Geelong Rd which later became the Dimmey's/Forges distribution centre and has now become a Bunnings.

We are **CAN MAKERS**
PRECISION ENGINEERS

We employ . . .
TOOLMAKERS
TURNERS AND FITTERS
ELECTRICIANS
LABORATORY ASSISTANTS
DRAUGHTSMEN

We invite . . . Applications from lads with preferably Intermediate Certificate for Apprenticeship in trades such as Toolmaking, and Fitting and Turning.
also . . . Interesting openings for non-tradesmen who wish to develop as specialists in Quality Control and Machine Operatives.

If you are looking for a position in a basic industry, contact:
Mr. C. F. WILLIAMS, Personnel Officer,
for information regarding wages and working conditions.

CONTAINERS LTD. 
(SOUTHERN CAN GROUP)

240 GEELONG ROAD,
WEST FOOTSCRAY
PHONE. MW 1311

Blue & Gold: Footscray Technical College Magazine, vol. 5 no. 1, 1962. p.74. VU Archives VUS 42

ELECTRONIC RECORD-KEEPING

The RAS Records Consultants (RCs), led by Kevin Scott, continued developing new initiatives around electronic record keeping. Using the current record keeping system (RecFind), the RCs carried out configuration and significant testing of the email management module (GEM), but unfortunately exposed some weakness. These issues were not resolved by the vendor, which resulted in a decision to present a business case for funding to replace the system. As funding has been confirmed for 2017, this will be key focus for RAS in order to deliver a more automated approach to record-keeping, which should lead to a significant increase in compliance and a reduction in record keeping risk across the University.

RESEARCH COLLABORATION/SUPPORT



Artefacts from VU Library's Crow collection featured in the 100 Cuppas Ruth Crow celebration.

SPECIAL COLLECTIONS

CROW COLLECTION FEATURED IN 100 CUPPAS

The VU Library [Ruth & Maurie Crow collection](#) was part of the 100 Cuppas Ruth Crow celebration and the North Melbourne Spring Fling festival which took place on 16 October. Several hundred people visited the displays and associated events and enjoyed a cup of Ruth Crow tea brewed especially for the occasion. Visitors to the exhibition included Sheila Byard – a key member of the Crow Collection Association, Lorna Hannan who knew Ruth well, others who had known Ruth, families from the local community, interested visitors from other parts of Melbourne and Victoria, and researchers and academics from VU and Melbourne University.

The exhibition featured artefacts from the Crow collection including the Plan for Melbourne, town planning documents with a particular focus on North Melbourne and the Western suburbs, and items about community groups that Ruth Crow was involved in. Two hand-knitted toys from a collection of toys which Ruth often took to community meetings to keep children entertained and a large banner with a map of North Melbourne which Ruth and Maurie used to promote community discussion were also on display.

Photos and information about Ruth and the Crow collection written by Linda Forbes and Meg Weller (who were VU College of Arts Librarians in 2016) were also displayed and proved to be very popular with many people taking time to read the information. A large rolling slideshow on a wall featured images of photos, hand-drawn plans used by Ruth and Maurie Crow and quotes from Ruth Crow. A podcast which included oral recordings held in the VU Library collection was available for visitors to listen to throughout the day.

SUPPORTING RESEARCHERS

WATER RESEARCH DATA MADE ACCESSIBLE

During 2016, the Library worked with the [Institute for Sustainability and Innovation](#) to increase the visibility of research data relating to water research. One of the related reports was *Pasteurisation for production of class A recycled water: a report of a study funded by the Australian Water Recycling Centre of Excellence* with Peter Sanciolo, the Principal investigator. The funding body was keen that the data be made accessible – [Pasteurisation for production of Class A recycled water](#) has been listed on the Research Data Australia website.

CREATION OF DIGITAL OBJECT IDENTIFIERS (DOIs)

In March 2016, the Library through a partnership with the Australian National Data Service developed a workflow to mint (i.e. create) Datacite DOIs for VU data collections and grey literature outputs. These DOIs help with both the organisation and exposure of datasets and publications as well as preservation and usage tracking. Information about this service is available on [VU website](#) and VU research staff can apply for a [DOI online](#).

IMPLEMENTATION OF ORCID

In 2016 Victoria University implemented ORCID® (Open Researcher and Contributor ID) as its preferred author identifier system. The Library provided a communications plan in conjunction with the Office for Research with great effect, with over 170 VU researchers now having an ORCID. An ORCID ID is unique and will belong to the individual researcher throughout her or his scholarly career, making their career history portable.

OPEN ACCESS

NEW OPEN ACCESS JOURNAL

The Library [published](#) a new Open Access journal in November called [Journal of Public Pedagogies](#), a peer-reviewed publication of the Public Pedagogies Institute. The journal focuses on research and practice in learning and teaching that extends beyond the boundaries of traditional or formal educational institutions. These areas include arts, community engagement, social pedagogy, public history, work in and research on public institutions such as museums, libraries, neighbourhood houses, community centres, practice, research and evaluation in public pedagogies.

OPEN ACCESS WEEK TALKS DURING VU RESEARCH FESTIVAL

As part of the VU Research Festival which coincided with Open Access Week, VU Library hosted two talks by guest speakers. For the first talk, Lorena Kanellopoulos, Manager [ANU Press](#), addressed the scope of ANU ePress; its governance; the costs of open access publishing (software, multi-media/artwork etc.), authors, editors, reviewers; the peer-review process; benefits to the institution; discipline areas covered and major challenges.

The second talk by Lisa Watts, General Manager for *The Conversation* and her colleague Dr Tim Cahill, was about the impact of the online news service and in particular about enhancing its post-publication metrics. To assist in this task, The Conversation has established a project to gather information on key related impact and metrics issues and developments.

RESEARCH REPOSITORY

RESEARCH INSTITUTES' PUBLICATIONS ADDED

During 2016 the publications from a number of VU Research Institutes were added to the Research Repository, including those from the Victoria Institute of Strategic Economic Studies and the Australian Health Policy Collaboration (AHPC). The papers of the AHPC formerly available on the Mitchell Institute website under their Health Policy Program have been added to the [Research Repository](#) with full text. The AHPC believes it is possible to end the current and future social and economic burden facing Australia due to the growing epidemic of chronic disease. Led by Rosemary Calder, the AHPC is proposing a definitive path forward for government on chronic disease prevention and management in Australia, as outlined in a series of reports and policy forums.

The publications have been available via the webpages for each Institute, however locating those in the Repository improve discoverability, and ensure ongoing access to the complete publications.



RANKING OF REPOSITORY

VU Research Repository continues to be ranked in the top 20 repositories within Australia, and in the top 20% worldwide overall, in the World Rankings of Repositories.



STAFF UPDATE

ANNUAL AWARDS

INNOVATION AWARD



Barbara Gutthann with university librarian Ralph Kiel

Barbara Gutthann: making available online two journals, [Offset](#) and [Journal of Public Pedagogies](#), and assisting in the publishing of the first scholarly textbook monograph [Ten Years of a Global Partnership: Victoria University and University of Texas at El Paso](#) within timeframes.

OUTSTANDING CONTRIBUTION AWARD



Kim Burrell with university librarian Ralph Kiel

Kim Burrell: excellent dedication and contribution to the [VU Centenary program](#) throughout 2016. She engaged with alumni and community partners (in particular, the Footscray Historical Society and Footscray City College) to assist with a range of centenary events held both at VU and externally.

SERVICE AWARD



From left to right: Meg Weller and Ben Humphreys, with university librarian Ralph Kiel

Meg Weller: enthusiasm to attend to any request and always taking it further to ensure that the client is satisfied. She is exceptional in her workshops for VU English students, particularly Endnote.

Cindy Mohammad: assistance in advertising library events and liaising with other departments and getting positive outcomes for the Library.

Ben Humphreys: excellent customer service to the whole Library, excellent administrative support and excellent knowledge of the administrative tasks and processes of the university.

DEPARTURES

Mark Armstrong-Roper, College Librarian (Arts) and Kirsten Wright, Manager, Records & Archives Service



From left to right: Ralph Kiel, Garry Potter, Lyn Wade, Pam Abalo, Greg Neilsen, Peter Ring, Enza Panariello, Debbie Burns, Theresa Pfeiffer and Hoa Dinh

LONG SERVICE LUNCH

Every year, the Library celebrates the loyalty of staff who have been at the Library for 10-25 years. In 2016, the celebrated staff were: Theresa Pfeiffer – 25 Years; Pam Abalo – 25 Years; Lyn Wade – 25 years; Garry Potter – 20 years; Hoa Dinh – 15 Years; Greg Neilsen – 15 years; Iwona Janius – 15 years; Debbie Burns – 15 years; Peter Ring – 10 years. Enza Panariello – 10 years in 2015 – also attended.

VICE-CHANCELLOR'S AWARDS

The Vice-Chancellor's Awards are an opportunity to recognise the exceptional practice and outstanding contributions of individuals and teams to Victoria University, and beyond. In 2016, four Library staff received a citation award for Excellence in Service for the implementation of the online [Victoria University Law and Justice Journal](#) which was made available as an Open Access VU journal. Murray Greenway, Barbara Gutthann, Lesley Nelson and Angela D'Souza were presented with the award by Professor Peter Dawkins, Vice-Chancellor and President of Victoria University. The Review Panel commended the journal as the first University Open Access Journal that is fully peer-reviewed.



From left to right: Barbara Gutthann, Angela D'Souza, Professor Peter Dawkins and Murray Greenway



VU LIBRARY IN NUMBERS

TABLE ONE: FINANCIAL SUMMARY

BUDGET	2014	2015	2016
Information resources (books, eBooks, back-sets)	\$2,174,431	\$2,342,437	\$2,436,286
Information resources (current journals)	\$2,604,649	\$2,833,591	\$3,444,283
Total Information resources expenditure	\$4,779,080	\$5,176,028	\$5,880,569
Copyright non-salary expenditure	\$926,918	\$862,907	\$828,486
Depreciation	\$2,790,850	\$2,680,099	\$2,659,298
Other non-salary expenditure	\$1,123,575	\$1,087,719	\$1,100,021
Total non-salary expenditure	\$6,829,573	\$7,126,654	\$7,809,076
Library salary expenditure	\$7,035,849	\$6,657,646	\$6,954,376
Copyright salary expenditure	\$62,312	\$60,129	\$70,156
Total salary expenditure	\$7,098,161	\$6,717,775	\$7,024,532
TOTAL	\$13,927,734	\$13,844,429	\$14,833,608

TABLE TWO: STATISTICAL SUMMARY

Facilities & Equipment	2014	2015	2016
Libraries	7	7	7
Library visits	1,290,159	1,154,573	1,182,169
Seats/study spaces	2,614	2,614	2,614
Library resources (collection) size			
Books, DVDs, CDs, Kits	414,983	403,258	389,059
eBooks ¹	571,716	758,959	1,068,584
Streamed videos ²			77,781
Print Journal titles	516	271	282
Electronic Journal titles	69,007	74,878	72,385
Journal titles ^{3,4}	69,523	75,149	72,667
VU Research Repository full-text downloads	505,767	591,075	600,422
VU Research Repository open access full text	3,383	3,922	4,527
Resources Usage			
First time print loans (including non-students)	112,754	89,568	74,441
Total loans and renewals	341,540	279,723	235,849
Total eBook downloads ⁵	540,002	520,203	478,041
Full-text journal downloads ⁶	1,416,059	1,381,647	1,721,760
Library website visits	858,627	707,850	753,165
Resources Sharing			
Document Supply items received	1,504	1,504	1,515
ArticleReach items received	3,155	3,844	2,062
Bonus items received	3,550	3,181	2,355
Total items received	8,209	8,529	5,932
Document Supply items supplied	932	1,065	1,060
ArticleReach items supplied	915	975	1,060
Bonus items supplied	3,725	4,920	4,116
Total items supplied	5,572	6,960	6,236

¹ eBook titles accessible, including free, purchased and subscriptions, PDA (patron driven access) and evidence based acquisition titles

² Streamed videos – previously counted in the eBooks title. Includes free, purchased, subscriptions, PDA (patron driven access) and evidence based acquisition titles

³ Journal titles accessible – both print and electronic

⁴ Reduction of accessible journal titles due to removal of open access journal titles from Catalogue

⁵ Total downloads of chapters or full books from subscribed and owned eBooks

⁶ Full text article downloads from a selection of Library databases

CLIENT COMMUNICATION

TABLE THREE: CLIENT COMMUNICATION

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

COLLECTIONS

TABLE FOUR: COLLECTION SIZE

Collection size	2014	2015	2016
Books, DVDs, CDs, Kits	414,983	403,258	389,059
eBooks ¹	571,716	758,959	1,068,584
Streamed videos ¹			77,781
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VU Research Repository open access full text	3,383	3,922	4,527

VU Library continues to explore new business models for acquiring eBooks and streaming videos, with an emphasis on models which allow usage to guide which titles are purchased for ongoing access. Figure 1 shows the proportion of the eBook and streaming video collection available by each model during 2016.

What is available for each model:

- Owned – titles that the Library has purchased, or titles that are available as open access.
- Subscribed – titles available via a subscription package. Typically the packages contain a large number of titles and the Library has access to whatever is in the package and content may change at any time.
- PDA (Patron-driven acquisition) – titles are made available to the Library by the vendor, and are added to the catalogue. A predetermined level of use triggers an automatic purchase. Titles which have not yet been purchased may change at any time.
- EBA (evidence-based acquisition) – a collection of titles is made available by the publisher, and records are added to the catalogue for an agreed period of time, with an agreed expenditure commitment by VU. At the end of the period, titles are selected based on usage to the value of the commitment. Access to unpurchased titles ceases at the end of the EBA agreed period.

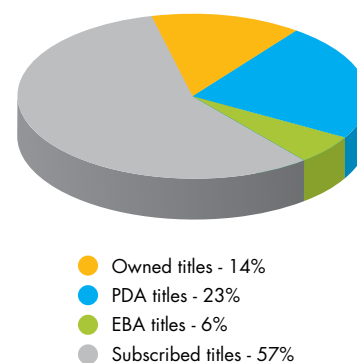


Figure 1: eBooks and streaming videos by each model

ELECTRONIC INFORMATION RESOURCES USAGE

TABLE FIVE: RESOURCES USAGE

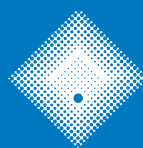
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² Total downloads of chapters or full books from subscribed and owned eBooks

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⁴ This count is for *any* visit to the Library website



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