



UNIVERSITY LIBRARY ANNUAL REPORT 2010



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In September 2010 our University Librarian, Linda Luther, retired after seven years at UTAS Library.



In recent years Linda also had a wider role in the Division of Students and Education and was closely involved with the First Year Framework, the Student Transition and Retention Taskforce and the Web Services Operational Group. Linda was farewelled at a number of functions in Hobart and Launceston. Di Worth (Associate Librarian, Systems & Resource Management) was Acting University Librarian until the new University Librarian, Jane Long, took up her post in January 2011.

IMPROVING PHYSICAL FACILITIES AND ONLINE ENVIRONMENTS

The entry level of the Morris Miller Library on the Sandy Bay campus was extensively refurbished during 2010. The project is the second stage of the UTAS Library Master Plan to redevelop the Morris Miller Library and aligns with the UTAS Master Plan and the national trend for university libraries to upgrade their facilities. Funded through the Federal government's Capital Development Pool (CDP) and Teaching and Learning Capital (TLC) funds, the project delivered a number of positive outcomes. These include: 24/7 access to Learning Hubs on Levels 2 and 3, significantly increased study spaces, improved communications through enhanced wireless access for the rapidly increasing trend towards mobile devices, a redeveloped space for high use Reserve and Reference collections, modernised and improved client and staff areas.

A refurbishment of the Science Library created group study rooms, additional PCs for client use and a training room in time for the beginning of first semester.



The Library is represented on the Newnham Campus Development Working Party which was established to make recommendations on the best future development options on the Newnham campus.

A project to replace the Library's management system, Horizon, commenced with the issuing of a Request for Proposal (RFP) to selected system vendors. Selection and implementation of the new system is expected in 2011.

The University approved the purchase of the Summon service which will give Library clients a single search interface to a wide range of Library resources. Summon simultaneously searches the Library's catalogue and electronic resources and will link clients to the full-text of resources when available.

The Library's website moved to the UTAS content management system, MySource Matrix, which makes it easier to update and maintain the currency of information and the UTAS webpage style.

The Library was represented on the Academic Reference Group for the project to choose a new UTAS Learning Management System.



DELIVERING QUALITY SERVICES TO ALL LIBRARY CLIENTS

The Library conducted a major survey of its clients in late September 2010 to find out which aspects of Library services are of most importance to our clients and how we are performing in these areas. This industry-recognised survey has been conducted every two years since 2001 and allows the Library to longitudinally compare performance and to benchmark against other university libraries. 2010 survey results once again showed Library staff rated highly with clients and that the greatest issue requiring improvement is access to sufficient numbers of computers in the Library. An action plan for 2011 has been developed to address the results of the client survey.



Support and staffing for services providing access to high use Library materials listed on unit reading lists were reviewed and restructured to improve consistency of practice across Library locations and allow further development of an online unit reading list interface.

Services to provide and transcribe Library materials for students registered with Disability Services were transferred to the Library from the Support and Equity Unit.

Self-managed loan facilities were implemented at the Cradle Coast Campus in 2010. Clients at this library now have full borrowing facilities via SelfCheck™ machines and can both check their items out, check them back in again and process any items on hold for other clients.



Library guides were developed for new students, Step Up participants (years 11 and 12) and University Preparation Program (UPP) students, to introduce Library services and resources. The Library now has an extensive series of guides and usage of them has increased by over 23% - they received over 395,000 hits on the Library's website in 2010. The most used guides are Referencing (99,612 hits), Nursing (47,477) and Medicine (25,604). A *General and Professional Staff Library Guide* was also developed for UTAS staff.

Liaison librarians focussed on strengthening liaison services in 2010 and a new webpage for academics was developed to highlight how liaison services support learning, teaching and research. Liaison librarians participated in a wide range of activities which fostered professional development and networking, in particular through the CAVAL Reference Interest Group (CRIG) forums.



PROVIDING ACCESS TO A DIVERSE RANGE OF QUALITY RESOURCES

Strategic funds for subscriptions to a number of ERA A and A* ranked journals allowed the Library to improve its collection of journals supporting UTAS research activities.

Strategic funds also allowed the Library to build the book collections in a number of subject areas identified as priorities and in need of development.

The collections at the Launceston Campus Library, Cradle Coast Campus and Rozelle were reclassified from Dewey to Library of Congress which is the same classification system used by the other UTAS libraries. The subsequent rearrangement of the Launceston collections also allowed the creation of more space for laptop usage, group study facilities and silent study areas.

The Library worked with the Faculty of Education to devise a collection development policy for the curriculum collection which supports students in their K – 12 teaching practice and is located in the Morris Miller and Launceston campus libraries.

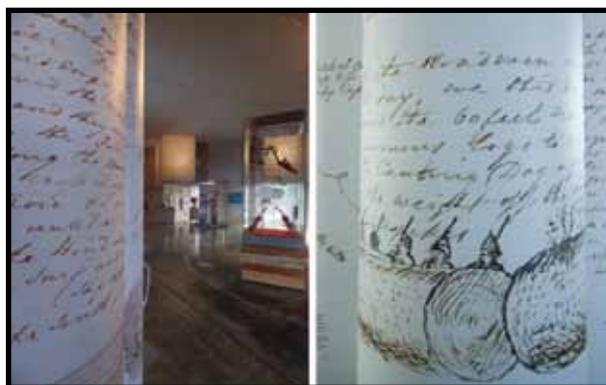
The licence conditions governing use of the Library's electronic resources can now be viewed with the journal title via the A-Z list of the Library's e-journals.

Eight rare volumes, published between 1470 and 1700 and held in the Library's Special Collections, were restored and conserved by Dr Keith Adkins. The work was funded by a generous donation from Roger and Maxeme Tall via the University Foundation. This is the third year the Talls have funded such important preservation of rare works.



A UTAS Community Engagement grant funded the digitisation of, and access to, a number of important archival collections including papers from the Royal Society of Tasmania, Walker, Leake and Clark collections. (Above: Andrew Inglis Clark and his family).

The Royal Society of Tasmania generously donated \$15,000 towards cataloguing and classifying the Society's journal collection which is housed at UTAS Library. The journals will be discoverable via the Library's catalogue.



Images from Henry Hellyer's diary, held in the Library's Special Collections, were used in the Maker's Workshop building in Burnie. Hellyer was an early 19th century explorer and surveyor in north west Tasmania and a founder of Burnie.



RELATIONSHIPS WITH OUR COMMUNITY

The Library established the Step Up program in 2010 to introduce Tasmanian Year 11 and 12 students to the university environment. The program is offered in partnership with the Tasmanian senior secondary sector and 386 students participated in 2010. Step Up has significantly enhanced the reputation of UTAS in the school and college community, both in the sense of 'opening up' access to UTAS library



resources as well as providing quality online modules and support for developing academic information skills. Strong links have been built in these school and college communities, between liaison librarians and teacher librarians and teachers. UTAS Library staff and school/college teachers collaborate to orientate the students to UTAS Library services and resources.

The Library hosted a visit from Marshall Breeding, Director for Innovative Technologies and Research, Vanderbilt University and author of the Library Technology Guides website. Marshall gave a presentation on the future of library systems to UTAS Library staff and to colleagues from other Tasmanian libraries and UTAS IT and CALT staff.

The Library presented an exhibition celebrating 30 years of publication of the Tasmanian literary journal *Island* and the launch of its online companion, *Islet*.



The Library hosted a Munich-based library student, Jessica Meindorfer, on a work placement for three weeks. Jessica was in her final year of a library and information sciences degree at the University of Applied Sciences for Administration and Legal Affairs in Bavaria.



The Library hosted a delegation from the Mie University in Japan during their visit to UTAS in September. The delegation, which included the Deputy Head of the Library, met a number of Library staff and visited three of the UTAS libraries during their visit.



Rachel Adams (Senior Library Officer, Document Delivery) – was invited to join the VDX Enhancement Committee of the VDX Users Group Australia & New Zealand (VUGANZ).

Amanda Steen (Senior Librarian, Resources and Access) – was elected Convenor for the Tasmanian Libraries Australia User Group which provides a forum to discuss workflows and issues and deliver feedback relating to Libraries Australia services.

Vanessa Warren (Liaison Librarian) – was appointed to the ALIA New Generation Advisory Committee which provides advice to the ALIA Board of Directors on issues of relevance to students and new professionals.

The Library hosted the Tasmanian meeting of the ALIA National Advisory Congress (NAC) in September.

The Launceston and Morris Miller libraries were collection points for the ABC Giving Tree, which is Tasmania's largest state-wide Christmas charity.



OUR STAFF



Graeme Rayner (Senior Librarian, Physical Collections) retired in February after over 40 years at the UTAS Library in reference, technical services and collection management roles.

Phyllis Scott (Library Assistant, Client Services) retired after 15 years service, most of them in the Art and Music libraries.



Tricia Vierra (Senior Librarian, Client Services) retired in August after a number of years working in Reference and Client Services.

We congratulate the following staff on their achievements in 2010:

Joel Harbottle (Library Assistant, Client Services) – published a case study on an implementation of VuFind open source OPAC and Evergreen open source library system in a local organisation in *Practical open source software for libraries* / edited by Nicole C. Engard. Chandos Publishing, 2010.

Anna Klebansky (Liaison Librarian) – presented a poster at the First Year Higher Education Pacific Rim Conference on a collaborative partnership to enhance research skill development for Education students. Anna also presented a poster at the UTAS First Year Teaching Forum.

Derek Rowlands (Senior Librarian, Copyright & Digital Assets) – presented a paper on using Equella as a reading list management system at the national Navigate 2010 conference.





Vanessa Warren (Liaison Librarian) – delivered the keynote address at the CAVAL Reference Interest Group (CRIG) on gathering stakeholder feedback to inform liaison service development.

Felix Wilson (Liaison Librarian) – presented a session at the Tasmanian Post Year 10 Libraries Conference on the Step Up program.

Cathy Hartigan (Librarian and Learning Skills Advisor, Cradle Coast) - was a member of the team awarded a Vice-Chancellor's Award for Outstanding Contribution to Teaching and Learning for enhancing the first year experience through the flexible delivery and continued development of a program which nurtures critical thinking and independent study skills in commencing students.



Prue Senior (Senior Library Officer, Client Services) – was nominated for the Vice-Chancellor's Award for Exceptional Performance by Professional Staff for her work on the logistics of the reorganisation of the Launceston Library collection.



Derek Rowlands (Senior Librarian, Copyright & Digital Assets) – was seconded to the Graduate Research Office for two years to coordinate the Graduate Certificate in Research. This is a new position which will coordinate a training program for new higher degree research students.



Felix Wilson (Liaison Librarian) – was seconded to the Centre for the Advancement of Learning and Teaching (CALT) to undertake a leading role in a project to examine the opportunities and resourcing requirements for establishing an iTunes U presence for UTAS.

Linda Forbes (Senior Librarian, Policy & Planning) – was Unit Coordinator for the KX1310 professional placement unit of the UTAS Graduate Diploma of Information Management and led a team of Library staff in delivering the unit.



Heather Excell (Copyright & Digital Assets), **Claire Stevenson** and **Gavin Reynolds** (Client Services) completed their Diploma in Library/Information Services at the Tasmanian Polytechnic.



Clinical Library staff – were acknowledged by Associate Professor Erica Bell (Rural Health) in her book *Research for Health Policy* for their 'unfailing generosity with the difficult task of gathering together evidence from diverse sources'.



Document Delivery and the **Royal Society, Archives** and **Rare Collections staff** – were acknowledged by Dr. Carol Freeman (Geography & Environmental Studies) in her book *Paper Tiger: a visual history of the thylacine* for their assistance with 'protracted access to a range of essential reference materials.'



STATISTICS

Client Population	2010	2009
Students	26,781	24,455
Students (EFT)	16,237	15,196
Staff (excluding casuals)	2,634	2,548
Staff (EFT)	2,262.2	2,110.2
Total clients	29,415	27,003
Total clients (EFT)	18,499.2	17,306.2

Services	2010	2009
Loans (total items)	376,091	308,428
Loans/EFT client	20.3	17.8
Loans (Reserve items)	68,295	73,299
Loans (Reserve items)/EFT student	4.21	4.82
Loans (intercampus)	19,362	18,835
Loans (intercampus)/EFT client	1.05	1.09

Items supplied to other libraries	1,703	1,541
Items borrowed from other libraries	11,842	15,277
University Libraries Australia loans	1,305	2,888
Information skills sessions	1,273	1,331
Attendance at information skills sessions	11,725	12,382
Proportion of student population attending	43.78%	50.63%

Subject guides to resource hits	395,300	320,454
ePrints open access digital repository		
Unique visitors	356,721	348,352
Number of visits	505,089	492,987
Pages viewed	1,487,236	1,397,633
Ranking in world Institutional repositories	56th	54th
Ranking in Australian institutional repositories	6th	4th

Resources	2010	2009
Number of books purchased	6273	4207
Average price of books purchased (\$A)	\$97.00	\$110.40
Print items in collection	884,050	901,284
Current serial titles in print collection	883	986
Current serial titles in total (incl. electronic)	73,113	73231
Current ebooks accessible	31,689	4,789

Facilities	2010	2009
Number of libraries	9	8
Opening hours/week	79.5	79.5
Study seats	1,317	1,238
EFT students/Study seat	12.33	12.27
Student computers	282*	214
EFT students/computer	57.58	71
Visits	1,073,871**	1,192,959
Visits/EFT student	58.05	68.93
Number of photocopies	535,041	667,127
Photocopies/EFT student	32.95	43.9
Number of prints to Library printers	1,128,749	1,074,930
Prints/EFT student	69.52	70.74

* now includes computers at Cradle Coast Campus library
 **major refurbishment project in Morris Miller Library in 2010 reduced visit figures

Staff and expenditure	2010	2009
Library staff (excluding casuals)	78.9FTE	81.5 FTE
Salaries	\$6,015,710	\$6,079,319
Operating	\$1,217,515	\$1,163,339
Acquisitions	\$4,428,237	\$4,711,003
Total expenditure	\$11,661,462	\$11,953,661

