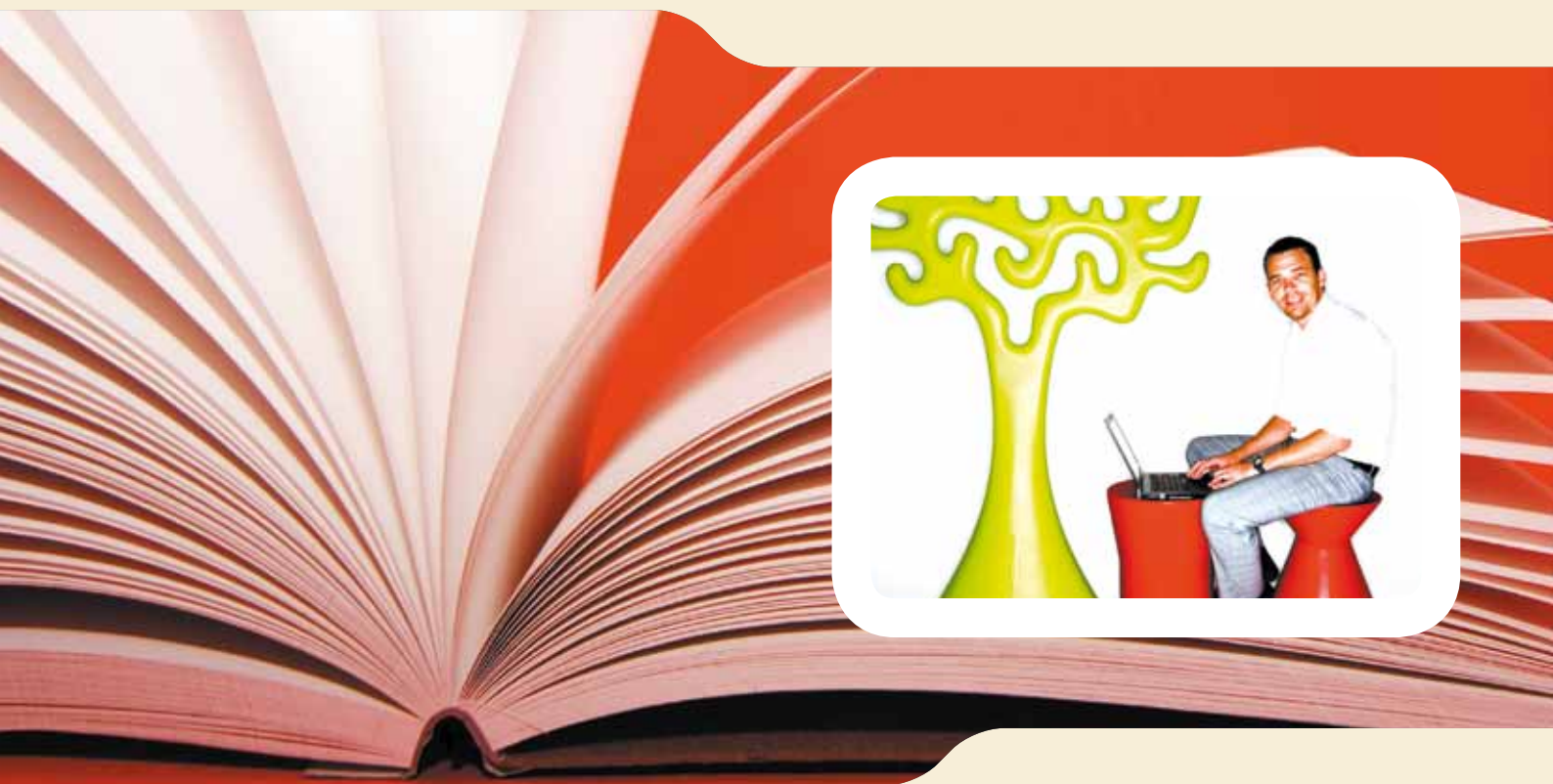




QUT Library Annual Report 2009

LIBRARY



a university for the **real** world[®]



Contents

QUT Library Statement of Purpose	2	Clayton Utz Law Library.....	13
2009 Highlights	3	Caboolture Library.....	14
Strategic objective: Facilitate the development of informed and independent learners	4	Kelvin Grove Library.....	14
Peer Advisers.....	4	Gardens Point Library.....	14
Generic teaching program.....	4	Strategic objective: Recruit, develop and sustain a highly skilled, flexible and competent workforce	15
Studywell.....	5	Workforce planning.....	15
QUT cite write.....	5	Staff development.....	16
Strategic objective: Contribute to the University's research capacity building initiatives	6	Lending Services team building forum.....	16
Excellence in Research Australia (ERA).....	6	Strategic objective: Maintain an environment which encourages innovation and action	17
Building research support capabilities and capacity.....	6	Awards.....	17
QUT Digital Repository.....	6	VC's Performance Fund Awards.....	17
QUT ePrints.....	7	Library awards.....	17
OAKList database.....	7	Strategic objective: Create organisational processes and structures to foster innovative, integrated processes to meet emerging client needs	18
AustLit Children's Literature project.....	8	Information management initiatives.....	18
Scholarly communication.....	8	Strategic objective: Streamline internal processes through continuous improvement	19
eResearch support skills seminar series.....	8	LibStats launched.....	19
eResearch practices and skills survey.....	8	Committee review.....	19
Strategic objective: Optimise client access to information resources, services and facilities	9	Linkage review.....	19
LibGuides.....	9	Service Management Framework.....	19
Information resource discovery project.....	9	Library Resource Allocation (LRA)	20
Library Web Plan.....	9	Other budgets.....	20
Online meeting room bookings.....	10	Appendix 1: Statistical snapshot	21
iPhone application.....	10	Takeaway loans issued.....	21
QUT Library Twitter.....	10	Information literacy session attendances.....	21
Strategic objective: Provide high quality resources, services and facilities that meet client needs	11	Helpdesk queries.....	21
eBooks.....	11	eBook titles available.....	21
eJournal backsets.....	11	QUT Library public webpages.....	21
AskQUT.....	11	Appendix 2: Client Charter	22
ALTC retrofitting university classrooms.....	11	Appendix 3: Staff publications and presentations	23
Capital works at Gardens Point and Kelvin Grove.....	12	Appendix 4: 2009 Library Leadership Team	24
Gardens Point.....	12	Appendix 5: Committee memberships	25
Kelvin Grove.....	12	Appendix 6: Visitors to QUT Library, 2009	27
Kelvin Grove Researchers Centre.....	13		
Library Store.....	13		
Community engagement.....	13		

QUT Library Statement of Purpose

QUT Library provides dynamic and innovative access to information resources and services, along with the departments of eLearning Services, Information Technology Services, Learning Environments and Technology Services, and QUT Printing Services. The Library is part of an increasingly integrated Division of Technology, Information and Learning Support (TILS).

The Library's service quality is enhanced through partnerships with clients, university colleagues and external organisations.

In an era of change in the methods and pace of scholarly communication, QUT Library will continue to deliver high quality information resources and services to the University community. These services will be based on the agreed library service values of:

- flexibility
- responsiveness
- innovation
- commitment to agreed service standards.

Library services will fully support key University strategies in relation to students, learning and teaching; research and innovation; and people, culture and sustainability. The Library, as a learning organisation, will continue to strengthen its commitment to client-focused service and continuous improvement. This will be achieved through regular monitoring and improvement of service as defined within the Division's *Service Management Framework*, the Library's *Client Charter* and through client feedback. The Library will also continue to collaborate with other areas of the University to provide its clients with seamless interfaces to service delivery.

2009 Highlights

The 2009 statistical snapshot for the Library (Appendix 1) tells a story of how university libraries are changing. Takeaway loans and the size of the print collection, once the main indicators of the University Library's contribution are reducing compared with previous years whereas, the Library's electronic services and collections are on the rise.

In 2009, the Library continued its strategy to make the provision of electronic information resources, including ebooks, a priority.

Electronic services, including the Library's website, were improved and experienced increases in demand from Library users.

The Library's role in supporting students learning through the Library Helpdesk and information literacy sessions increased in 2009 in line with the Library's commitment to offer a broader learning support role.

The format of this annual report is different to previous reports. The new format is aligned with the Library's strategic plan, with achievements presented under each of the Library's strategic objectives. There were many significant achievements in 2009. The following is a summary.

- Peer Advisers are an effective learning support strategy for students and the Library grew its commitment to this service approach in 2009 with the appointment of 28 Peer Advisers employed to work on the Library's Helpdesks.
- The Library played a major role in the ERA trial, establishing a controlled access repository and working collaboratively with the Office of Research and faculties to source research outputs.
- The QUT Digital Repository was expanded through growth in the collection of fulltext digital theses, the QUT ePrints collection to more than 21 000 records, and the inclusion of the Construction Innovation Collection, a special collection of 300 research reports.
- The use of web 2.0 applications were eservices that were introduced in 2009. These included Libguides, online room bookings, Library Web Plan and the Library Twitter account.
- The Library's commitment to improving the student experience through AskQUT continued with the development of an engagement plan to facilitate the University-wide implementation of this important service.

- Planning for the introduction of a new Library Helpdesk service model, one of the outcomes of the Library's Workforce planning, commenced in 2009.
- The Library's performance was recognised through the Vice-Chancellor's Performance Fund awards.



Judy Stokker
Director, Library Services

Strategic objective: Facilitate the development of informed and independent learners

The *Integrated Literacies Action Plan* has guided the implementation of a range of high quality, timely, responsive and cost-effective learning support services. The following summarises some of the key achievements in this area.

Peer Advisers

Twenty-eight Peer Advisers were appointed to assist with client enquiries at Library Helpdesks, drawn from a pool of 65 students who applied for the part-time positions.

The 2009 team comprised of a range of students from different faculties, various age groups, social, cultural and language backgrounds. Peer Advisers received training in basic academic and information skills, reference service, lending procedures and managing client expectations. Feedback about the service and quality of the Peer Advisers' work has been extremely positive across QUT.



Generic teaching program

The generic teaching program was structured using academic milestones as the framework for content and delivery. Each week focused on a different academic process, for example 'beginning your assignment' and 'surviving the group assignment'. In addition to the generic workshops, Liaison Librarians and Academic Skills Advisers (ASAs) also undertook a significant range of faculty-integrated teaching and learning activities.

2009 Teaching and learning programs

1487 sessions held:

- 627 undergraduate classes
- 443 postgraduate classes
- 417 classes for staff and others
- 1845 hours of teaching
- 36 933 total attendees

In July, an additional Academic Skills Adviser (ASA) was recruited to bring the ASA staffing to 3.5 equivalent full-time. Based at Gardens Point campus, the new ASA supports Liaison Librarians in embedding learning skills and literacy into degree programs and subject units, as well as providing campus-based consultations for individual students.

Bouquet

'...the BEB100 teaching team wish to convey our sincere thanks and deep appreciation for all the hard work and enthusiastic support the BEE Library Liaison team (Craig Milne, Jennifer Thomas, Marvin Van Prooijen and Graham Dawson) have provided to us. They have been part of the teaching team, and without the good working relationship that we have, a lot of what BEB100 has achieved in this time would not have been possible.

It's partly through the team's enormous amount of assistance and overwhelming support, that BEB100 achieved the LEX score which lifted from 2.9 to 3.3 for 2009.'

Studywell

A Learning Designer was recruited in Semester 2 2009, to assist with the development of a new online resource *Studywell*. Due for release in Semester 1 2010, this new learning resource will complement existing resources such as *Pilot* and the Library's subject guides. *Studywell* will provide students with a suite of practical study, learning and research tools such as templates, videos, models and presentations. These resources have also been developed as teaching resources for faculty staff.

Bouquet

'This is one of the most useful and clear websites and downloads I've seen so far for academic writing.

I will be directing our students to it and thank you for making access so easy.'

QUT *cite|write*

More than 10 000 copies of the University's standard referencing and writing guide, QUT *cite|write* (www.citewrite.qut.edu.au), were distributed free to all commencing students in 2009. Usage and site tracking data indicates the resource is now well-established as a standard academic tool and extensively used by students and staff.

Strategic objective: Contribute to the University's research capacity building initiatives

Excellence in Research Australia (ERA)

In 2009, the Australian Research Council (ARC) implemented a trial of the Excellence in Research for Australia (ERA) research assessment exercise. This replaced the Research Quality Framework (RQF). This change brought a greater reliance on the use of metrics for assessment of research quality, and adopted a system of peer review for research in areas not well covered or served by metrics. The Physical, Chemical and Earth Sciences (PCE) and the Humanities and Creative Arts (HCA) discipline clusters were selected by the ARC for the trial, as the former relied on metrics for assessment, and the latter relied on peer review.

QUT Library's role in the ERA trial was to establish a controlled access repository collection for the top 20 per cent of research outputs. This was undertaken for the peer review exercise of the HCA disciplines cluster, by the ARC's ERA review panel.

The Library actively worked with the Office of Research to support the Assistant Deans Research (Creative Industries, Built Environment and Engineering, and the School of Humanities) to source and select HCA research outputs.

Library Resource Services staff established metadata records, (which described research outputs using descriptive information provided by faculties) sourced digital copies of book chapters, journal articles and creative works and placed these into the QUT Digital Repository.

The Digital Repository team within Library eServices worked with Information Technology Services (ITS) staff to establish a controlled access repository.

This team was also responsible for testing access to the repository by the ARC review panels, via the ARC's system and for ensuring appropriate security was maintained.

QUT received positive feedback from the ARC and the trial was considered a success.

Building research support capabilities and capacity

A \$203 000 project was jointly funded by the Deputy Vice Chancellor (TILS), Library and ITS, to further develop research support capabilities and capacities. Specific project achievements included:

- enhancing the skills of research support staff in the Library, High Performance Computing (HPC) and ITS, through 12 seminars
- developing research and training support services based on staff survey results
- enhancing researchers' skills through seminars
- developing a TILS Research Support website (www.tils.qut.edu.au/initiatives/researchsupport/index.jsp) and resource wiki to combine services and resources provided by the Library and HPC



- creating a research data management team and University policy on management of research data; and developing the beta version of the QUT Research Data Repository.

QUT Digital Repository



The QUT Digital Repository team (comprising of a Digital Repository Project Manager and a Computing Services Officer) was established to provide technical development and support for the QUT Digital Repository (www.digitalrepository.qut.edu.au).

QUT's repository collections continued to grow. In 2009 QUT's collection of fulltext theses for the Australasian

Digital Theses (ADT) service had grown to more than 1200. Digitisation work for the Sugar Industry Collection was completed and the collection was contributed to the Million Books project.

The Cooperative Research Centre (CRC) Construction Innovation Collection of more than 300 research reports was added to the repository to capture the research outputs from this Research Centre which closed at the end of 2009. QUT continued to participate in the digitisation of materials for the AustLit Children's Literature Collection and to host the OzCase legal collections.

With input from ITS and Teaching and Learning Support Services (TALSS), the Library undertook a Digital Repository system review and sought input from open source and commercial system providers. It was recommended the open source GNU ePrints repository system continue to be used for QUT ePrints and other existing collections in the short to medium term. The open source Open Journals System (OJS) product was recommended for hosting a new open access online journal—the *International Journal of the First Year Higher Education*.

The Library also participated in the Creative Industries Digital Infrastructure project which involved a tender process for the selection of a repository to serve various needs across the Creative Industries Faculty and the University.

The Library also helped High Performance Computing (HPC) develop the QUT Research Data Repository, using the Arcitecta Mediaflux repository system.

QUT ePrints

QUT ePrints (eprints.qut.edu.au) continued to be populated with fulltext author versions of publications and continued to grow as a very successful institutional repository, contributing to the global transformation of scholarly communication.

By the end of 2009, it contained more than 21 000 records and more than 11 000 fulltext versions. Key QUT researchers, who deposit their author version of fulltext papers into QUT ePrints, continue to enjoy increasingly higher citation rates for their papers.

Hindawi was added to the Library's list of open access publishers for which author fees are paid on behalf of authors using the Library Resource Allocation (LRA) funding.

A QUT ePrints competition was held in October and was promoted to all QUT staff and HDR students. Competition entrants were requested to provide examples or anecdotes of how QUT ePrints has helped them to achieve their research goals.

The competition winners were Dr Evonne Miller (Faculty of Built Environment and Engineering):

'Just last week, the General Manager of Sustainable Development from an Australian rural industry called me—based on reading one of my research papers (on how to quantify the social impact of an organisation) in ePrints. He loved what he read—which he thought was the most clear approach he'd seen on quantifying social impact—and we are now in discussion about how we can help them measure their industry's social impacts.'

and Associate Professor Jim Watters (Faculty of Education):

'From a personal perspective it is reassuring to know that all the work done in publishing leads to output which is read by others. At least I can go to sleep at night knowing that my writing has influenced the thinking of another person.'

Another point is that the ePrints provides access to research from a global audience. Many researchers do not have access to expensive journals especially in developing countries and putting up the publications generates a level playing field where participants from outside the wealthier and better resourced nations can contribute. I have received many queries from researchers in countries where the research agenda is less well developed seeking information about my research. ePrints provides a simple and efficient way of cataloguing my research output and interests, and enables me to refer students, prospective students, colleagues and others to my work efficiently.'

ePrint statistics is helpful in substantiating my track record and impact of my research.'

OAKList database

The OAKList database (www.oaklist.qut.edu.au) holds information about the copyright policies of Australian publishers of scholarly journals. It was established by the QUT-based OAK Law Project in 2007 to

supplement information about copyright policies of European, American and International publishers (available from the UK-based SHERPA-RoMEO database).

In July 2009, QUT put into place a new workflow and interface for the OAKList database, which enabled authors and publishers to contribute and update content. Between November 2008 and June 2009, records for 256 publishers (covering 400 plus journals) were added to the database, bringing the total to 268 publishers and 570 plus journals. The OAKList database is a valuable information resource for the Australian research community as it assists authors to make informed choices about where to publish their research. It allows institutional repositories to determine whether a deposited work can be made openly accessible and it will enable publishers to benchmark their current agreements against others in the same market.

AustLit Children's Literature project

The Library continued to work with senior academics in the School of Cultural and Language Studies in Education on a project to develop the Australian Children's Literature Database, which is part of the Australian Literature Resource (AustLit) service (www.austlit.edu.au).

The Associate Director (Information Resources and Research Support) provided expertise on project management, copyright, and the sourcing, selection and digitisation of resources. In 2009 the project achieved its goal of digitising a range of fulltext children's literature resources and incorporating these into the AustLit database. Further funding was approved by the AustLit Board. Work in 2010 will continue thanks to the Australian Research Council's Linkage Infrastructure, Equipment and Facilities (LIEF) funding.

Scholarly communication

The Library continued its successful Transformation of Scholarly Communication (TOSC) series. Library and HPC staff selected key papers to introduce, review and discuss with peers.

eResearch support skills seminar series

A seminar series was offered to researchers and research support staff to raise awareness of, and skills in, emerging eResearch opportunities. Seminars were generally well attended and researchers were particularly drawn to data management seminars. Feedback was positive and indicated a readiness to engage with infrastructure which was still in development.

Seminar topics included:

- research at QUT
- the research lifecycle
- overview of HPC services
- data management procedures, data plan, interviews
- EVO and other research collaboration tools
- intellectual property issues and research
- liaison for research
- using the online survey tool KeySurvey
- principles of data management
- The Australian Access Federation.

eResearch practices and skills survey

In 2009 the Library developed and distributed an eResearch skills and practices survey. The survey was developed using KeySurvey and was made available to more than 1700 researchers and Higher Degree Research (HDR) students at QUT. The response rate of 254 was considered positive and all respondents received a free coffee voucher.

In summary, the survey found great variability in the awareness and use of eResearch methodologies and technologies. According to this sample, HDR students are more receptive to training than established career researchers. Full results and an analysis of the survey will be available in a paper presented at the thirty-first International Association of Scientific and Technological University Libraries (IATUL) conference held at Purdue University in June 2010.

Strategic objective: Optimise client access to information resources, services and facilities

LibGuides

The migration of Library subject guides to the LibGuides software commenced in Semester 2, 2009 as a pilot project. The new format allows Library staff to package resources for specific units or subject areas. In implementing the new templates, it was agreed to allow flexibility in design.

Tabs for each subject guide, for example, were determined by the Liaison Librarian and are influenced by the subject area.

The LibGuides Working Party supervised the migration to the new format and provided advice on how to use web 2.0 applications. The new guides offer a range of options for interaction: chat widgets, feedback surveys, quick links to databases and online resources. Positive student feedback was received for the new format.

It is anticipated all subject guides will be migrated to the new format by Semester 1, 2010.



Information resource discovery project

The Library has initiated an Information Resource Discovery project that seeks to improve how QUT students, researchers and academics find and access relevant information.

The project has several inter-related components:

- implementation of a resource discovery service
- redesign of the Library's website, particularly the homepage and Find sections, which will allow the integration of the new discovery service
- redevelopment of the Database of Databases
- review of QUT Fulltext Finder
- Library catalogue redesign.

The first stage of the project was the evaluation of a number of resource discovery platform options. Serials Solutions' Summon product was recommended and subsequently endorsed for implementation. Implementation of the product is proceeding, and the new service will be named Quick Find. It is scheduled for release at the beginning of Semester 1, 2010.

Implementation of the project components will progress throughout 2010.

Library Web Plan

The QUT Library's website significantly supports the University's teaching and learning, and research priorities. As such, the Library commenced development of a *Library Web Plan* to ensure an effective web presence is created, maintained and enhanced in the future.

The Plan will articulate a strategy to ensure the Library's services meet changing client needs, and harness emerging web technologies that promote efficient information access and community building.

Stakeholders from the Library and the wider QUT community will be consulted during plan preparation.

Implementation of the *Library Web Plan* (anticipated in early 2010) will be within the context of the University's Web Transformation project and the introduction of a new content management system. These initiatives will be integral to boosting client satisfaction with the Library's web presence.

Online meeting room bookings

In response to student feedback, the Library replaced its paper-based meeting room booking system with an online system in Semester 2, 2009. Using the Multiple Room Booking system (MRBS) open source software, the Library's Developers made minor modifications to suit the QUT environment.

The system allows students to book library meeting rooms for a maximum of two hours per day, and they may be booked one month in advance. Students instantly embraced the new service and it has been heavily used since its introduction. From July to December 2009, a total of 11 408 room bookings were made.

iPhone application

A feasibility study was conducted to determine if QUT could develop and deploy an iPhone application, given the high rate of mobile phone usage by library clients. The study was jointly funded by Library Services and ITS.

The study found a prototype would be required to integrate with QUT Virtual and the Library's online meeting room booking system, as well as other QUT services, while using QUT's current infrastructure.

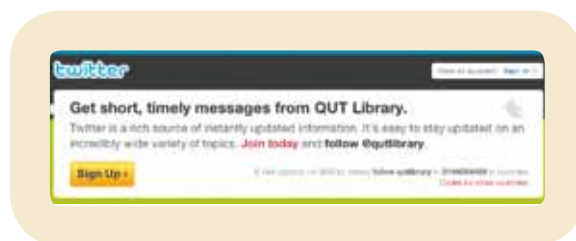
A prototype was successfully completed and includes working versions of the following applications:

- online meeting room bookings
- timetable
- notices
- maps
- QUT News.

Further development of these and other applications will continue in 2010 for both the iPhone and the iPod Touch production environments.

QUT Library Twitter

In July 2009, the Library commenced using Twitter to communicate news about library services and collections. The homepage (<http://twitter.com/qutlibrary>) has proven to be a complementary channel to the Library's more traditional communication methods. Tweets are coordinated through the Library's Integrated Literacies Action Team (ILAT) to ensure that there is a constant stream of updates.



Strategic objective: Provide high quality resources, services and facilities that meet client needs

eBooks

QUT Library expanded its eBook collection in 2009. eBook Library (EBL) continued as the eBook aggregator platform of choice, and the patron-driven demand model was adopted. A number of new eBook collections were purchased, including Books 24x7, Cold Spring Harbour, Emerald, Martinus Nijhoff, MD Consult, Mosby's Nursing Consult, Oxford Scholarship Online, and Springer. These additions brought the QUT eBook collection to a total of 70 000. Usage of eBook continues to rise.

eJournal backsets

The Library continued to build its collection of eJournal backsets to replace print journal holdings. This created additional space in library buildings for student collaboration, study areas and maximised convenient access to research collections. A number of eJournal backset collections were purchased including major purchases on the ScienceDirect, Sage and Wiley InterScience publisher platforms.

AskQUT



The Library is the service owner for AskQUT (www.askqut.edu.au), QUT's enquiry management system. The service was originally implemented by Student Business Services (SBS) in 2007 however the Library assumed responsibility for implementing and managing the service in 2008. AskQUT is available 24 hours per day, seven days per week for providing solutions to students and their queries. Although students are the primary client group, the system also provides information relevant to staff. Convenience and usability are key features, as the system is targeted to answer clients' questions with multiple FAQs and direct them to useful information on the QUT website.

A steering committee, with faculty and divisional representation, makes strategic decisions regarding the governance and future directions of AskQUT. In 2009, an engagement strategy was developed to guide the rollout of AskQUT to faculties and divisions. At the end of 2009, the Faculties of Business, Built Environment and Engineering, and Education were using AskQUT to manage enquiries. The goal is to have all faculties using AskQUT by 30 June 2010.

ALTC retrofitting university classrooms

The Library was a partner in the ALTC funded Retrofitting University Learning Spaces project. The Library, along with colleagues from the Faculty of Science and Technology, led the research component on students' perceptions and beliefs about spaces at QUT. For this study a multi-methodological approach was devised that aimed to capture the student voice. Data collection techniques included: photo elicitation, task sheet completion and participant reflections on learning spaces.



Students were asked about their perceptions of the Library's existing spaces.

Students were asked to take photos of the best and worst places on campus to:

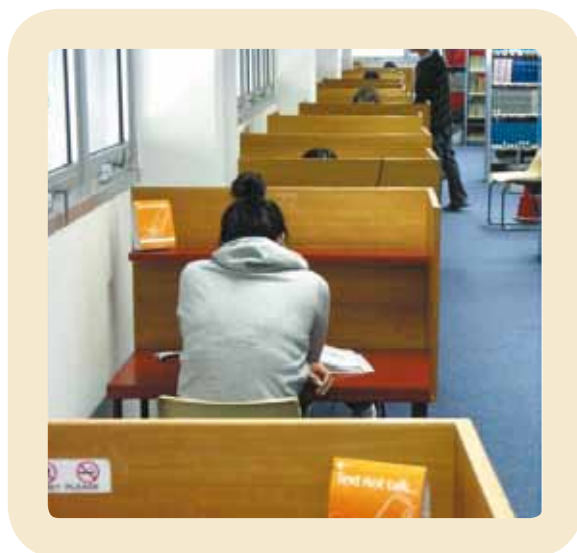
- work alone
- work as a group
- find information
- participate in a tutorial/workshop
- learn
- have a lecture
- hang out.

These were in addition to photos of places that make them feel angry, frustrated and unproductive; and places that make them feel calm, happy and productive.

When they took the photos, students also completed a task sheet, which was a campus map with space for them to record the location of the places and the reasons for their choices. A one-to-one interview followed the completion of the task sheet and the photos.

Although there were no specific questions about the Library in the methodology, the research findings provided rich and valuable information about students' perceptions of the Library's spaces. This information has informed the Library's planning for the upgrade projects of libraries at Gardens Point and Kelvin Grove.

The data has improved the Library's understanding of students' need for, and use of, group spaces. Student assessment at QUT requires students to undertake a considerable amount of group work. Therefore the University's provision of fit-for-purpose group space is important to students. Students told us the type of space required for group work depends on the stage of the group work process. In the early stages of group work, outdoor spaces and coffee shops are preferred, but when the real work is underway, technology-equipped, comfortable, and attractive spaces are required. Students may need to make noise when they are working in a group, but they do not want to be disturbed by other groups doing similar work. Therefore, noise control in group space is as important as it is in individual study spaces.



Feedback included the positive perception of carrels for privacy.

'The murmuring atmosphere of a coffee shop is different to the noise of group activities in the library.'

Other important considerations about Library spaces for students included:

- privacy
- the ability to eat and drink
- comfort and cleanliness
- a variety of spaces e.g. cubicles, tables, sofas
- spacious work areas
- visually appealing spaces
- convenient access to amenities.

The importance of the Library as a social space and a place for students to relax in a comfortable and safe environment was evident. The Library challenge now is to provide the right balance of different types of spaces.

Capital works at Gardens Point and Kelvin Grove

In 2008, the Library received money from the Better Universities Renewal Fund (BURF) for capital works on libraries at Gardens Point and Kelvin Grove. These projects will provide improved services to clients, and increased spaces for individual and collaborative learning.

GARDENS POINT

The refurbishment of Level 4 provides improved access to the print periodical collection and the provision of enhanced training and study spaces. The design provides a range of flexible study spaces for both collaborative and individual learning. Also included is a range of new technologies and improved computer facilities to enable access to the Library's extensive online collections. A 20-seat training room will be able to be used for scheduled learning and by individuals when not booked. Overall, the changes reflect a reduction in the prominence of the print collection and the increasing dominance of virtual collections and collaborative learning spaces. It is anticipated the refurbishment work will be completed prior to the commencement of Semester 1, 2010.

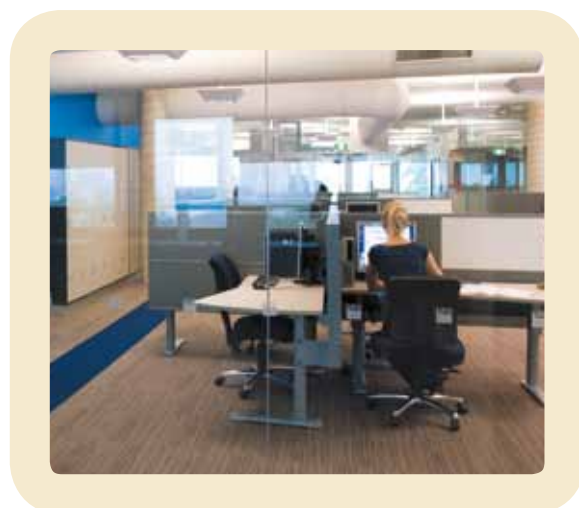
KELVIN GROVE

This project will provide a mid-life upgrade to the Library which was originally constructed in the 1970s. The development will include a significant upgrade

to base building services to meet current compliance requirements, improve computer facilities and provide enhanced individual study and collaborative learning facilities. The library is expected to become an important element at the heart of the campus and complement the existing learning and social spaces for students. The project will provide updated learning facilities to support the academic efforts of all Kelvin Grove campus students and improve access to services for students with a disability. The upgrade is planned to commence in early 2010, with completion by the commencement of Semester 1, 2011.

Kelvin Grove Researchers Centre

The Researchers Centre was completed on Level 6 of the Kelvin Grove Library as part of the refurbishments to accommodate the relocation of the Carseldine Collection, and opened at the beginning of 2009. Research staff and students (including research coursework students) have exclusive access to 36 workstations and two discussion rooms. Level 6 also accommodates the display of recent print journals and a seminar room dedicated to research purposes of faculties and institutes. The Research Seminar Room is part of the strategy for the Library to become an intellectual and cultural focus for the campus. In 2009 the Seminar Room was used for research training seminars and workshops for Higher Degree Research students, PhD confirmations and professional development activities for research staff. The Division of Technology, Information and Learning Support (TILS) held the 'TILS Taster' event for research services in June, including a display of recent publications by faculty and institute staff on Kelvin Grove campus.



Kelvin Grove Researchers Centre

Library Store

A new QUT Library Store, located at 88 Musk Avenue in the Kelvin Grove Urban Village precinct, is currently being constructed. It is anticipated the Library Store will be fully operational by February 2010.

The Library Store was established to provide efficient, cost-effective storage for low and medium use materials. This enables:

- increased availability of high quality, innovative study and group learning spaces in branch libraries
- attractive and current collections of high use materials only in branch libraries
- migration from print to electronic collections (the relocation of print materials to the Store is supported by 24-hour online access to resources).

Initially, approximately 80 000 items from the Kelvin Grove Collection will be relocated to the Store, in preparation for the Kelvin Grove Library upgrade 2010. Less frequently accessed items at Gardens Point Library will be identified during 2010 for relocation in 2011 to the Library Store.

Community engagement

CLAYTON UTZ LAW LIBRARY

In 2009, the Clayton Utz Law Library planned to align more closely with QUT Faculty of Law projects, including equity and marketing initiatives. 'QUT on Show' involves faculties hosting and supporting visits by prospective students and their families. In 2009, the Law Library hosted tours as part of the "QUT on Show" program.

Additionally, Law Library staff and Law Faculty Equity Coordinator presented a day of legal research and campus experience activities to Year 11 Legal Studies students from Urangan State High School, Hervey Bay. The day included a tour of the Gardens Point campus; instruction on using the Law Library to find materials for legal studies assignments; independent research time in the Law Library; and time with Faculty staff and student ambassadors to discuss student life, and issues and careers in law and justice. This program was funded as a QUT Equity initiative.



Students from Urangan State High School

CABOOLTURE LIBRARY

A number of activities were held at the Caboolture Library in 2009 to inspire students to attend university. QUT Caboolture Library staff travelled to the Glasshouse Country Christian College in Beerwah on the Sunshine Coast to deliver two seminars. The focus was on increasing students' academic writing skills and information evaluation skills. They were well received and an invitation to present again in 2010 was extended.

Two University Experience days were also held at the Caboolture campus for Year 10, 11 and 12 students from schools around the Caboolture area. The Library presented a session on evaluating information resources to familiarise students with the university computing environment and also provide information on the types of resources accepted in university level assignments.

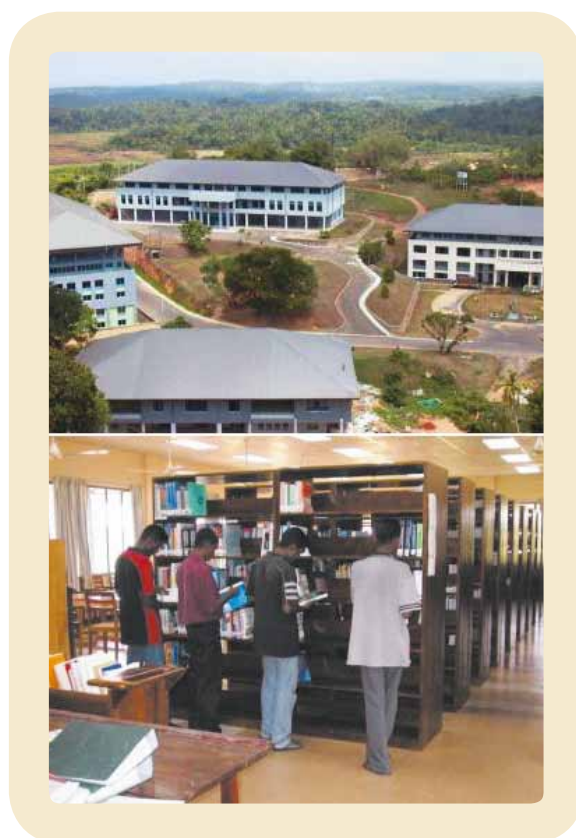
QUT Caboolture Library also maintained its participation in the Caboolture Area Librarian's Network—a network of librarians from local high schools, the local council, Brisbane North Institute of TAFE, and QUT. This network meets regularly and shares ideas and discusses current issues around engaging students.

KELVIN GROVE LIBRARY

The Kelvin Grove Library and the Queensland Academy of Creative Industries (QACI) continued its agreement to provide student access to Kelvin Grove Library and its collections and to support the development of QACI students' knowledge and skills to use scholarly information. The Creative Industries Library Liaison team provided numerous tours and workshops for QACI students in 2009, including orientation sessions for all commencing Year 10 QACI students and subject specific information literacy sessions for film and visual arts students. The loan arrangement for QACI students was extended to include DVDs, video games and CDs. The QACI Principal commented that the QUT Library/QACI partnership is a model of success.

GARDENS POINT LIBRARY

In liaison with Dr Wijitha Senadeera and Dr Ramasamy-Iyer Mahalinga-Iyer, QUT Library and the Faculty of Built Environment and Engineering (BEE) donated de-selected books to the Engineering Library at the University of Ruhuna, Hapungala Wakella, Sri Lanka. The shipment costs were kindly covered by the BEE Faculty.



The Faculty of Engineering at Ruhuna, and inside the Faculty of Engineering Library

Additionally the Gardens Point Library liaised with the Brisbane Graduate School of Business, to donate de-selected books to the Mozambique Catholic University.

Strategic objective: Recruit, develop and sustain a highly skilled, flexible and competent workforce

Workforce planning

During 2009, the QUT Library continued acting upon recommendations of its *2007–2011 Workforce Plan*. The Plan focuses on the Library’s core service delivery areas and the factors impacting on those areas—both now and into the future—to ensure the Library’s workforce consists of the right staff in the right job at the right time.

Following the 2008 review of the Library’s Associate Director positions, the Associate Director (Development) position was retired in 2009, and two new Associate Directors positions created: Client Services and Learning Support; and Workforce and Infrastructure. In addition, the Associate Director (Information Resources) position was re-scoped and retitled as Information Resources and Research Support in recognition of the position’s leadership of the Library’s research support services.

Carolyn Young, Associate Director (Information Resources and Research Support), resigned from QUT Library in March 2009 and Martin Borchert was appointed to the role in April 2009. Vicki McDonald was appointed to the new Associate Director (Client Services and Learning Support) position in April 2009. Sarah Fredline, who had been appointed to the Associate Director (Workforce and Infrastructure) role, left QUT Library in November 2009. That position was then reviewed and reclassified as a Manager (Workforce and Infrastructure) position.



Martin Borchert
Associate Director (Information Resources and Research Support)



Sarah Fredline
Associate Director (Workforce and Infrastructure)



Vicki McDonald
Associate Director (Client Services and Learning Support)



Carolyn Young
Associate Director (Information Resources)

In alignment with its workforce plan the Library also reviewed various middle management and specialist roles in 2009, which resulted in some position upgrades and changes.

QUT Library (in partnership with other areas of QUT) continued to plan and implement a range of research support services, with significant resourcing and workload implications, for both the short and long term. In preparation for mainstreaming the new research support services, a skills development program was designed and delivered during the year and will continue during 2010. The added complexity of research support has also resulted in a growing need for Liaison Librarians to specialise within their faculty teams.

During 2009, the Library undertook considerable planning for an integrated helpdesk service approach. Further work in this area will be a focus of workforce planning activities during 2010, in preparation for the refurbishment of Kelvin Grove Library and the introduction of an integrated Helpdesk. Changes will also consider the recommendations of the document delivery services review, which was undertaken by an external consultant in October 2009.

From 1 June 2009, Library Systems changed its name to Library eServices. This change reflected the group's increased focus on supporting the development of the Library's extensive web-based services. Their scope includes developing and expanding the Library's virtual services, continuous enhancement of the Library website and the application of emerging technologies such as Web 2.0. Library eServices continue to provide technical support for AskQUT, Millennium, and the Digital Repository, and to work with ITS and Learning Environments and Technology Services (LETS) to ensure staff and students have access to appropriate hardware and software.

Staff development

The Library's annual staff development program incorporated a broad range of conferences and external representation opportunities, as well as training and skills development activities locally, interstate, and overseas. Participation resulted in many Library staff learning new skills, refreshing their skills, keeping abreast of developments within their profession and, of course, sharing QUT Library's achievements with others via conference presentations and journal papers. (See Appendix 3)

A major skills development initiative, led by the Library and its divisional partners, was the TILS Research Support Skills seminar series. These were designed to equip QUT information specialists with the knowledge and skills essential to providing research support (Further information is included in the 'Research capacity building initiatives' section of this annual report).

Another internal initiative was the series of Information Literacy Advisory Team (ILAT) fora. The fora provided specialised development opportunities for the Library's learning support services staff, including Peer Advisers. Forum titles included: Supporting Teamwork for Staff and Students; Build a Bridge: Connecting Librarians and Learners; Lost in Translation: Effective Strategies for Communicating with Linguistically Diverse People; A Beautiful Mind: Academic Literacy Skills for Librarians; and Better by Design.

During 2009, both the Library's in-house health and safety training programs (Safe Manual Handling and Safe Computer Use) were revised, and the trainers were retrained in the new programs. All Library staff are required to undertake this training every three years.

Lending Services team building forum

A cross-campus team building forum was held in July to allow QUT Library's Lending Staff to: meet their lending colleagues from all branches and foster cross-campus communication; improve efficiency; and to celebrate and discuss achievements in improving services to clients.

More than 30 lending staff and four lending/document delivery supervisors attended the forum. Their feedback was positive, it was requested the event be held annually/biannually.

Strategic objective: Maintain an environment which encourages innovation and action

Awards

VC'S PERFORMANCE FUND AWARDS

The Vice-Chancellor's Performance Awards are offered annually to recognise the exceptional performance of staff who demonstrate sustained and outstanding achievement over a number of years in activities that are aligned to the University's vision and goals. In 2009, the achievements of 10 Library staff were recognised:

- Janet Baker (Research Support Librarian)
- Julie Brown (Administration Officer, Kelvin Grove)
- Paula Callan (eResearch Access Coordinator)
- Kathryn Derrington (Academic Skills Adviser)
- Pat Free (Serials Assistant)
- Karin Medew (Liaison Librarian, Caboolture)
- Kylie Oakes (Administration Officer, Kelvin Grove)
- Jennifer Thomas (Liaison Librarian, Gardens Point)
- Bernadette Willans (Academic Skills Adviser)
- Patricia Zeghici (Reference Librarian, Law).

LIBRARY AWARDS

The Library's internal Reward and Recognition Award winners for 2009 were:

- Making a Difference Award
Dianne Nilsson (AskQUT Service Manager)
- Giraffe Award for Initiative and Innovation
Adam Hall (Monographs Assistant, Library Resource Services)
- Quiet Achiever Award
Wing-Leong Cheung (Monographs Assistant, Library Resource Services)
- Jan Novak Award for Outstanding Client Service Award
Karin Medew (Liaison Librarian, Caboolture)



Adam Hall



Wing-Leong Cheung



Dianne Nilsson



Karin Medew

Strategic objective: Create organisational processes and structures to foster innovative, integrated processes to meet emerging client needs

Information management initiatives

The Library continued to lead information management initiatives across QUT during 2009.

The Director, Library Services continued as Chair of QUT's Information Management Advisory Group (IMAG) which considers and advises QUT's Information Technology Governance Committee (ITGC) on the information management impact of new projects, services and service improvement initiatives.

The Library encouraged early-stage communication about projects and initiatives. The inaugural Info Solutions Forum, an IMAG-sponsored event open to all QUT staff, was held in October. The Forum provided an opportunity for brief, structured snapshots to be presented about IM-related projects, service changes or improvements, during planning and implementation phases. Attendance levels and feedback were overwhelming, positive and resulted in the forum being scheduled as regular event.

The SharePoint project is co-managed by the Library and ITS. It aims to implement a well-governed, centralised SharePoint service. This involves the migration of all separate SharePoint implementations to new infrastructure. The Library has played a key role in project management, change management, information architecture design and implementation, governance and content review of SharePoint sites across the University.

TILS Division's information management project, led by the Library, succeeded in:

- improving access to shared corporate information by implementing a document naming convention
- developing a QUT Email Management Guide
- developing an online tool for University staff to select an appropriate information management tool to suit their requirements (to be launched in 2010).



The Library also investigated the business processes associated with records held on TRIM—the University's record management system. TRIM will be implemented in the Library in 2010.

Strategic objective: Streamline internal processes through continuous improvement

LibStats launched

In January 2009, the Library successfully launched LibStats—an online library statistics database acquired from the University of Queensland as part of a Queensland University Libraries Office of Cooperation (QULOC) grant. The system was significantly modified in 2008 and customised to suit QUT Library's environment and specific suite of statistics. The online database will streamline the Library's statistics collection and will make reporting easier. A series of training sessions were held during 2009 for library staff responsible for the collection and reporting of library statistics.

Committee review

A post-implementation review of the Library Committee Review was completed in 2009. Committee members' feedback resulted in further improvements to the structure and operations of the Library's committees:

- Monthly representation of other departments within the TILS Division has increased. Previously, one department representative attended one meeting per month. The increase will facilitate improved exchange of information across departments.
- Membership for the Library Planning and Innovation Forum (LIPF) was revised to increase the number of elected staff members from four to six.

Linkage review

The Library's staff newsletter, *Linkage*, was reviewed in 2009 to gauge its usefulness as a staff communication tool and to identify ways to improve content and format. Although there was a low staff response rate, respondents voted overwhelming to retain *Linkage* and emphasised their satisfaction with the social aspect of its content. Many respondents indicated they felt they were able to indirectly get to know their colleagues in other sections or on other campuses. The majority of respondents also wanted to retain *Linkage* in a print format.

The new look *Linkage* was so positively received that contributions have skyrocketed.

Informal feedback indicates that readership has also improved and that staff value *Linkage* more than ever.



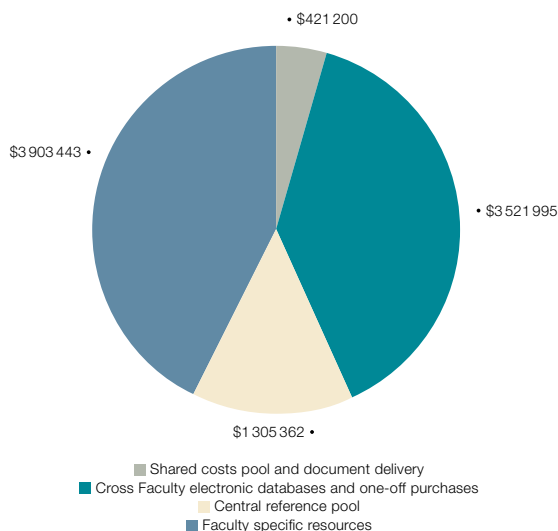
Service Management Framework

In late 2009, a Library staff member led a TILS Division-wide project to upgrade the Service Management Framework. The existing version had been developed for the IT areas within the Division, but the new Service Management Framework (Version 4) was designed to reflect a whole-of-Division approach to service management. It recognises there are IT and non-IT services provided by TILS and that all services should be managed within the same structure.

The Framework is supported by the Annual TILS Service Review Lifecycle, which provides a snapshot view of the activities impacting service review and identifies opportunities to review the services throughout the year. The Library contributed to the development of related documentation/processes and throughout 2009 began applying the service management approach throughout the Library via service assessments. Strategic objective: Within existing funding limits, review and reassign funds to meet strategic initiatives.

Library Resource Allocation (LRA)

LRA ALLOCATIONS 2009 – TOTAL: \$9 152 000



In 2009 the **Library Resource Allocation (LRA)** was \$9 152 000, following a mid-year budget reforecast increase of \$141 000.

Three-quarters of Library information resources are purchased in foreign currencies, with the US dollar being the predominant currency. This makes the purchasing power of the LRA susceptible to fluctuations in exchange rates. During 2009 the Australian dollar greatly improved against the US dollar from a start of US\$0.68 down to US\$0.63 to a high of US\$0.93 and finishing at US\$0.90 (averaging at about US\$0.85, an increase of 35 per cent). This resulted in a \$909 668 surplus in the serials fund pools, which was transferred to a University account managed by the Division of Finance and Resource Planning, under a University agreement. The 2009 LRA was 97 per cent expended, two per cent committed and one per cent was intentionally uncommitted to carry-forward to 2010 to purchase the Scopus database.

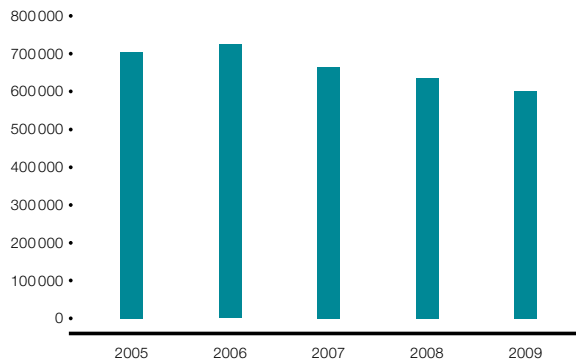
Other budgets

In 2009, the Library's **salaries** budget was \$9 468 262 and final expenditure at the close of the year was 100.7 per cent of this budget. General **operational** expenses budgets totalled \$931 822 and were 94 per cent expended at the end of the year. This slight under expenditure was intentional in order to cover the additional repairs and maintenance costs associated with refurbishments carried out in 2009. Overall the total expenditure at the close of the year was 100.9 per cent of the budget target.

Appendix 1: Statistical snapshot

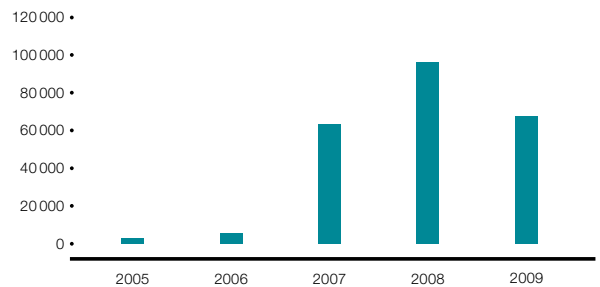
Takeaway loans issued

**TAKE AWAY LOANS ISSUED
ANNUAL COMPARISON 2005–2009**



eBook titles available

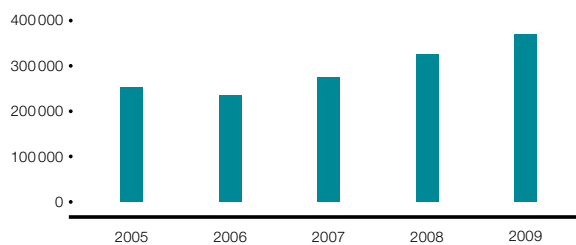
**EBOOK TITLES AVAILABLE
ANNUAL COMPARISON 2005–2009**



The number of eBooks available (purchased, leased, patron-driven) increased rapidly with the introduction of eBook Library (EBL) and other packages, and will continue to increase in the future. The decrease in 2009 occurred when the total number of titles available on EBL was reduced in order to make the model financially sustainable. Since then, the Library has selected more sustainable eBook collections.

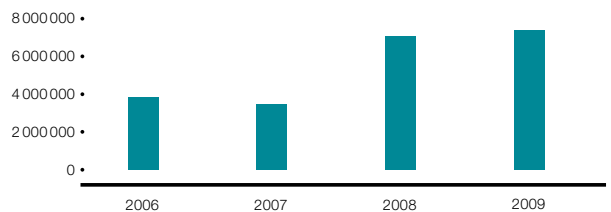
Information literacy session attendances

**INFORMATION LITERACY SESSION ATTENDANCES
ANNUAL COMPARISON 2005–2009**



QUT Library public webpages

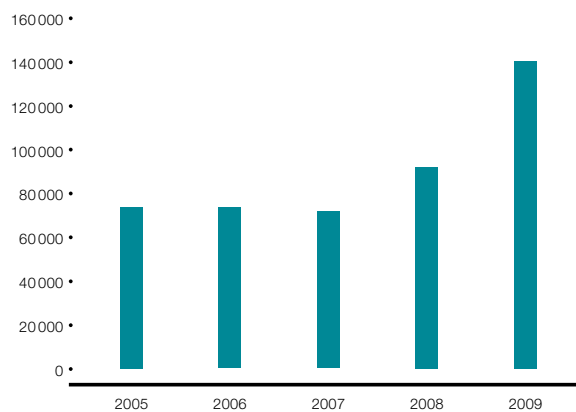
QUT LIBRARY PUBLIC WEBPAGES — NUMBER OF PAGES VIEWED ANNUAL COMPARISON 2006–2009



Over the last four years, there has been a large increase in the use of the Library webpages. Major factors for this increase include increased Library expenditure on electronic resources, and the ongoing work to improve the usability of the webpages. The usability work has led to the implementation of the 360 Quick Article Search facility and the catalogue search boxes on the Library's homepage.

Helpdesk queries

**HELP DESK QUERIES
ANNUAL COMPARISON 2005–2009**



Appendix 2: Client Charter Report

The Library's *Client Charter* describes what the Library does for its clients and how the Library and its clients might work together to achieve more.

Service: Provide materials necessary for teaching, learning and research. This means we will buy it or borrow it, in print or electronic format.

Target	Achieved
100 per cent of obtainable items on reading lists held by the Library or on order and 90 per cent of resources sought by undergraduates to enable them to meet QUT course requirements held in the Library's print or electronic collections.	Target met. Multiple copies of texts were purchased from QUT Bookshop, with faster supply times. Print target met. Results from the last Materials Availability Survey in 2008 indicated up to 72 per cent of print resources sought by clients were immediately available. Furthermore, 96 per cent of resources were held by QUT Library. Electronic target neutral. While QUT Library does not specifically measure electronic resource availability, Liaison Librarians identify all key electronic resources which serve QUT courses and these are ordered for the Library collection.
90 per cent of new books and audiovisual material available for use within 21 day calendar days of receipt by the Library.	Target not met. The average time from receipt to despatch was 27.25 days in 2009.
100 per cent of materials shelved within two days of return or in-house use	Target not met. 99.75 per cent of materials were shelved within the target timeframe.
95 per cent of newly-requested documents which are readily accessible will be available in the Course Materials Database (CMD) within four working days.	Target met. Target was met and consistently exceeded during 2008.
95 per cent of intercampus loans (ICLs) processed within two working days.	Target met. An average 100 per cent of intercampus loans were processed within two working days.
85 per cent of interlibrary loans obtained from other libraries within five calendar days.	Target met. An average 99.75 per cent of ICLs processed within five calendar days.
95 per cent of resources sought by researchers are accessible in print or electronic collections, or are available through document delivery.	Target met. Service: Provide services to enable you to use materials effectively.

Service: Provide services to enable you to use materials effectively

Target	Achieved
Staffing the Helpdesk during Library hours.	Target met.
Electronic information services and assistance available 24/7 through the Library website.	Target met.
Integrated literacy support available face to face and online.	Target met.

Service: Provide facilities for use of materials

Target	Achieved
Always providing a study place during Library hours.	Neutral. QUT Library is undertaking a revision of its methodology for measuring this target.

Appendix 3: Staff publications and presentations

- Baker, J., & Milne, C.** (2009). Re-invent yourself: from London intensive care nursing and the Nigerian oil fields to an academic library in Brisbane; a career change worth making. *inCite*, 30(8), 32.
eprints.qut.edu.au/26865/1/Baker_Milne_inCite.pdf
- Benjamin, P., Prasolova, N.V., de Castella, A., & O'Brien, L.** (2009). Many of our patients have been abused and traumatised in the past, but what does that mean for us? In *Proceedings of the 15th International Network for Psychiatric Nursing Research (NPNR) Conference*, September 24–25 2009, Oxford, UK: Oxford University.
- Callan, P.** (2009). *Institutional approaches to data management support: exploring different models: Overview of the situation at QUT*. Workshop presented at eResearch Australia Conference, Sydney.
- Callan, P.** (2009). *Introduction to Repositories*. Workshop presented at the ALIA Professional Development Workshop, Brisbane: QUT.
- Callan, P.** (2009). *Preparing the QUT Institutional Repository for ERA: Dealing with the technical, legal and organisational challenges*. Presented at ERA Under the Bonnet: Preparing your ERA Submission, Sydney.
- Callan, P.** (2009). *Research Assessment and the Creative Arts*. Presented at NACTMUS (National Council of Tertiary Music Schools). Brisbane.
- Callan, P.** (2009). *Sustaining OAKList*. Presented at the CAIRSS Community Day, University of the Sunshine Coast, Qld.
- Cleary, C.** (2009). Why the “Big Deal” Continues to Persist. *The Serials Librarian*, 57(4), 364–379.
- Devitt, S.K.** (2009). *The danger of the extended mind*. Presented at the 9th Conference of the Australasian Society for Cognitive Science.
- Huthwaite, A.** (2009) *E-textbooks: issues for university libraries*. Presented at QULOC “e+text+Books: do they add up? Southbank: Griffith University.
- Logan, J.** (2009). *The role of libraries in building research endeavours*. Presented at the Enhancing Professionalism in Teacher Education Through Innovation in Research Research Symposium, Kuala Lumpur, Malaysia. eprints.qut.edu.au/28007
- Milne, C. & Thomas, J. A.** (2009) *Researching for the Built Environment and Engineering Professions* 2nd Edition. Frenchs Forest, New South Wales: Pearson Education Australia. eprints.qut.edu.au/15668
- Milne, C. & Thomas, J. A. and Dawson, G. C.** (2009) *Sampling perceptions; testing reality: an evidence-based approach to measurably improve information literacy and student research skills*. In: Proceedings of the 2009 AAEE Conference, Adelaide, 6–9 December 2009, Adelaide: The University of Adelaide. eprints.qut.edu.au/29125
- Mitchell, G. & Crawford, C.** (2009) *Blending the Physical and the Virtual: Making Collaborative Spaces Work in Law Libraries*. Presented at Information Online 2009, Sydney. www.information-online.com.au/sb_clients/iog/bin/iog_programme.cfm?page=all
- Sinnamon, B.** (2009) *The EBL Demand-Driven Model QUT Library*. Presented at QULOC “e+text+Books: do they add up?” Southbank: Griffith University.
- Stokker, J. and Hallam, G.** (2009) *People in the Information Profession*. Presented at the People in the Information Profession Conference, Melbourne. www.caval.edu.au/people-conf-papers.html
- Stokker, J.** (2009) *Stakeholder Analysis – The Student View, The Staff View*. Presented at the Retrofitting Learning Spaces ALTC Colloquium, QUT, Brisbane.
- Stokker, J. and Hallam, G.** (2009). The right person, in the right job, with the right skills, at the right time. A workforce-planning model that goes beyond metrics. *Library Management*, 30(8/9), 561-571. eprints.qut.edu.au/29049

Appendix 4: 2009 Library Leadership Team

Director, Library Services

Judy Stokker

Associate Director (Client Services and Learning Support)

Vicki McDonald

Associate Director (Information Resources and Research Support)

Martin Borchert
formerly Carolyn Young

Associate Director (Workforce and Infrastructure)

Sarah Fredline

Systems Manager

Gavin Fernandes/Paul O'Donoghue

Manager, Library Resource Services

Ann Huthwaite

Caboolture Library Manager

Nicole Healy

Branch Library Manager (Gardens Point)

Robyn Smith

Branch Library Manager (Kelvin Grove)

Richard Dearden

Branch Library Manager (Law)

Cathy Crawford

Quality and Planning Manager

Leanne Levinge



L to R back row: Ann Huthwaite, Richard Dearden, Martin Borchert, Vicki McDonald, Leanne Levinge

L to R front row: Cathy Crawford, Judy Stokker, Nicole Healy

Absent: Sarah Fredline, Robyn Smith, Gavin Fernandes, Carolyn Young, Paul O'Donoghue

Appendix 5: Committee Memberships

Martin Borchert

- Chair, QUT TILS Research Support Committee
- Chair, QUT Information Resources Committee
- Member, QUT ITS Management Team (Strategic)
- Member, QUT eResearch Working Party
- Member, TILS FLT for Faculty of Science and Technology
- Chair, QULOC Research Support Committee
- Member, QULOC Health Reference Group

Philippa Broadley

- Member, School of Accountancy Research and Development Committee
- Member, Faculty of Business Research Students' Colloquium Organising Committee

Paula Callan

- Member, eResearch Working Party
- Member, ERA Working Party

Colleen Cleary

- Convenor, QULOC Information Resources and Access Working Party

Cathy Crawford

- Member, Faculty of Law Academic Board
- Member, Faculty of Law Teaching and Learning Committee
- Member, Faculty of Law Research Committee
- Member, Law School Teaching and Learning Committee

Richard Dearden

- Member QULOC Health Reference Group
- Member QULOC Research Support Reference Group
- Member Creative Industries Faculty Academic Board

Kate Derrington

- Member, Peer Mentoring Steering Committee
- Member, Student Experience Management Committee
- Member, TILS Student Events Team

Lynn Evans

- Member, School of Social Work and Human Services Learning and Teaching Committee
- Member, School of Public Health Learning and Teaching
- Committee Secretary, Australian Library and Information Association (ALIA) Health Libraries Australia (Queensland Regional Group)
- Convenor, Queensland Users of Libraries Australia (QULAG)

Barbara Ewers

- Member, QUT Web Coordinators Committee
- Member, TILS Web Governance Group

Margrethe Gould

- Member, QULOC Lending and Document Delivery Group
- Member, Division of Teaching, Information and Learning Support Health and Safety Committee

Gillian Harrison

- Member, Teaching and Learning Committee, Faculty of Education
- Member, Masters of Education Course Coordination Committee, Faculty of Education
- Member, Higher Degree Research Committee, Faculty of Education
- Member, South East Queensland Education Librarians Group
- Member, Stafford North Teacher Librarian Network Group

Nicole Healy

- Member, Caboolture Campus Operations Committee
- Member, Caboolture Library Advisory Committee
- Member, Caboolture Area Librarians Network (CABNET)

Ann Huthwaite

- Member, QULOC Information Resources and Access Committee

Leanne Levinge

- Secretary, QUT Information Management Advisory Group (IMAG)
- Member, TILS Information Management Project Group
- Member, TILS Survey Committee

Joanna Logan

- Member, South East Queensland Education Librarians Group

Alex McClintock

- Member, QULOC EndNote Reference Group (QULOC Information Skills and Services Working Party)
- Chair, Referencing Systems Subcommittee (TILS Research Support Committee)

Vicki McDonald

- Member of the Standing Committee and Information Co-ordinator, IFLA Metropolitan Libraries Section

Craig Milne

- Member, Architects Construction and Consulting Engineers Specialist Services (ACCESS Group) Queensland

Emma Nelms

- Member TILS Student Events Team

Judy Peacock

- Convenor, TILS Student Events Team
- Convenor, QUT cite|write Editorial Team
- Member, QUT First Year Experience Committee
- TILS Representative, Orientation Organising Committee
- Library Representative, QUT Curriculum Working Party (Teaching and Learning Committee)
- Library Representative, QUT Peer Programs Steering Committee
- Member, TILS Research Support Committee
- Member, QULOC Information Skills and Services Working Party
- Member, Libraries of the Australian Technology Network (LATN) Teaching and Learning Group
- Member (ex officio): IFLA Information Literacy Standing Committee

Natalie Ryan

- Deputy Chair of the Information Management Advisory Group (IMAG)
- Member of the Staff Email and Calendar Reference Group (SECrg)
- Member, TILS Information Management Project Group

Cathy Slaven

- Member, QULOC ICT Working Party

Robyn Smith

- Member, Faculty of Science and Technology Academic Board
- Member, Faculty of Science and Technology Teaching and Learning Committee
- Member, Division of Technology, Information and Learning Support Health and Safety Committee

Peter Sondergeld

- Member, School of Human Movement Studies Learning and Teaching Committee

Judy Stokker

- Member, Council of Australian University Librarians (CAUL)
- Co-Chair – CAUL Open Scholarship Initiative
- Member, Libraries of the Australian Technology Network (LATN)
- Member, University Librarians Group, Queensland Universities Library Office of Cooperation (QULOC)
- Chair, QUT Information Management Advisory Group

Jenny Thomas

- Vice President, QUT Information Professionals Alumni Chapter
- Member, Teaching Capabilities Working Party of QUT's Teaching and Learning committee

Deb Warren

- Library Representative, Staff Development Network
- Member, Discrimination Contact Officer Network

Appendix 6: Visitors to QUT Library, 2009

Name	Purpose of visit/area of interest
University of Oregon Libraries (JQ Johnson)	Open access, Library involvement in the OAKList project.
Project Manager, DISC-UJK DataShare (Robin Rice)	Presentation to QUT Library staff on her role as Data Librarian and her work with the DISC-UK DataShare project.
Monash University Library (Susan Clarke and Sam Searle)	QUT/Monash initiatives in the area of eResearch support.
Australian School of Advanced Medicine, Macquarie University Library (Karen Marks, Mary Simons)	IHBI Information Manager position and models of liaison support for health.
Associate Librarian, Resources, University of Wollongong Library (Lisa McIntosh)	Overview of LRS operations.
Australian National Data Service (Ross Wilkinson)	Presentation to QUT staff, meeting with DVC TILS and others.
Central Library, Indian Institute of Technology, India (Daulat Jotwani)	Overview of QUT Library services.
Central Library, Chung-Ang University, Korea (In-Soon Yoon)	QUT collection management, reference services, research support and facilities.
Charles Sturt University (staff and students)	Overview of QUT Library services.
University of Auckland Library, New Zealand (Stephanie Cook)	QUT Library's Integrated Literacies model and IFN001.
Ministry of Finance, Malaysia (Yusdira Yusof)	Tour and discussion of QUT collection development and support for students.
University of Adelaide (Simon Fenwick, Roger Parolin, Abbie Galvin)	Visit and discussion of the refurbished spaces in the QUT Library and F Block, Kelvin Grove.



Queensland University of Technology
Brisbane Australia

LIBRARY

Queensland University of Technology
GPO Box 2434
Brisbane QLD 4001

Gardens Point Library

Level 3, V Block
2 George Street, Brisbane

Kelvin Grove Library

Level 2, R Block
Victoria Park Road, Kelvin Grove

Caboolture Library

Level 2, B Block
Manley & Tallon Streets, Caboolture

Law Library

Level 5, C Block
2 George Street, Brisbane

www.library.qut.edu.au

CRICOS No. 00213J