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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). 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. Library services will fully support key University strategies in relation to providing outstanding learning environments and programs; supporting high-impact research and development; and strengthening and extending strategic partnerships with professional and broader communities. 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.
2010 Highlights

The results of the InSync Library Client Survey were a highlight for 2010. The results show that QUT Library is performing well and ranked in the top quarter of 38 other libraries in Australia and New Zealand. Overall the Library ranked first for satisfaction when benchmarked against 12 of the other university libraries. In the area of Information Resources, QUT Library set a new benchmark high of 81.4 per cent. This is a great outcome for QUT Library which has worked hard to offer high quality services and resources.

Library refurbishments were a focus for 2010. Stage one of the Gardens Point Library upgrade was completed in February and work commenced on the major refurbishment of Kelvin Grove Library in May. The Library’s collections and services remained available throughout the refurbishment projects which was a credit to library staff who worked under some challenging circumstances throughout the year. The refurbishments have transformed the Library’s spaces and are very popular with students and staff.

In 2010, the Library continued to pursue an ambitious agenda to expand both our learning support and research support services. The Library provided new offerings which included Studywell, an online collection of learning support tools and Study Solutions, an appointment-based service for all students seeking academic skills support that successfully met student needs.

In Australia the Federal Government has funded research support infrastructure to improve access to Australian research data. In 2010, the Library collaborated with the Australian National Data Service in the Seeding the Commons project, a national initiative to develop the infrastructure and services to make Australia’s research data discoverable.

Good practice in research data management is a prerequisite to sharing research data. QUT Library collaborated with the QUT Office of Research to develop a University Research Data Management Policy and accompanying documentation. The Library led the implementation of the policy through a series of workshops for researchers on best practice for research data management.

The Library’s contribution to the University’s Excellence in Research for Australia (ERA) submission was a stand-out achievement in 2010. Working with the Office of Research, the Library provided the repository work required to ensure QUT’s sample research outputs were collected, technically accessible and submitted on time.

Improving access to information resources and services is ongoing work for the Library. In 2010 some highlights included:

- **Bonus +** a new service enabling QUT staff and students to borrow directly, free-of-charge from participating university libraries in Australia and New Zealand
- **AskQUT** was implemented in all faculties
- improved communication through Twitter, signage, and Library eNews
- increased the maximum number of textbooks to 50 copies per edition
- increased the number of ebooks available from 70,000 to 190,000.

Several staff were recognised in the Vice-Chancellor’s Performance Fund Awards and the Library’s internal reward and recognition scheme. All Library staff are to be congratulated on the many achievements of 2010.
Bouquet

‘I love the place. It’s been so helpful (inc the people of course) in the beginning of my academic journey. It has given me confidence that I needed to progress.[sic]’

[Student, InSync Survey]
Learning and Study Support

QUT Library’s Learning and Study Support connects and streamlines student access to academic learning services and study assistance. The Library provides a one-stop learning support solution for students that leads them to develop greater academic confidence.

Students have access to an extensive array of interconnected study and learning options. Guided by the Learning and Study Support Action Plan, in 2010, the Library implemented a new range of high quality, timely, responsive, and cost-effective learning support services.

Studywell

Launched in semester 1 2010, Studywell (www.studywell.library.qut.edu.au) is an online learning support tool for both information literacy and academic skills. It was developed to meet the information and study skill needs of students, particularly first year undergraduates and was an immediate success with students. Academic staff also responded enthusiastically to the new resource, by integrating it into their teaching and learning strategies.

In the first semester of its release there were over 17,000 visits and 66,300 page views recorded for Studywell, with approximately 46 per cent of visitors using the site more than 15 times, or at least once a week.

Usability testing solicited positive responses to the quality and content of resources, the contemporary look and feel, the simplicity of the site navigation and the use of meaningful language and digital sign posting.

Typical comments include ‘I will look at this resource again and again’ and ‘I wish I had something like this earlier on [in my study]’, ‘It’s a cracker’. Usability testing concluded that ‘all the participants were very positive about the resources available on the site, both their usefulness and their professional presentation’, as well as identifying some potential improvements to interface design and discoverability.

Assignment calculator

In semester 1, the new Assignment Calculator was launched to provide a time management tool for students and is available via Studywell.

Study Solutions

In semester 1 2010, the Library piloted a new service called Study Solutions. Each campus offered students 25 minute appointments with a library professional. The service was promoted as an opportunity for students to improve their skills in study and research.

The pilot was the first time that Liaison Librarians have been involved in providing extended academic skills support. The sharing arrangement has proven to be effective for cross skilling two professional streams of staff, as well as building stronger relationships within the teams.

Study Solutions locations, staffing and hours of operation were reviewed in June 2010. Semester hours were increased at every branch and the service was reduced to single staffing. Student feedback was extremely positive and indicates that the service is warranted and effective.

Library teaching programs

QUT Library’s teaching reach is extensive. In the last decade, library staff have worked with more than 296,000 students in a classroom setting and since 2007 alone, they have taught 128,000 students.

The Library continued to deliver an extensive non faculty based teaching program in semester 1 2010, and a reduced semester 2 program in response to the lower mid-year intake. The generic teaching program was structured using academic milestones as the framework for content and delivery. Each week focused intensively on a different academic process, for example ‘beginning your assignment’ and ‘surviving the group assignment’. In addition to the non faculty based workshops, Liaison Librarians and Academic Skills Advisers also delivered a significant range of faculty-integrated teaching and learning activities.
Embedding literacies in the curriculum

Fundamental to the Library’s learning support agenda is embedding academic and information literacies into the curriculum. Liaison Librarians collaborate with Faculty to embed information and academic skills teaching at course and unit levels. The Library has achieved integration in all faculties, however the presence varies from course to course.

At the end of 2010, QUT Library concluded the five year cycle to measure the extent of information literacy implementation and/or curriculum planning and development. During 2011, the longitudinal data will be analysed to determine the capacity of the curriculum to generate and/or support the learning of information literacy.

Peer Advisers

In 2010, QUT Library’s Peer Advisers continued to provide excellent service at the Library’s Helpdesks. The 28 students worked with library staff at all the Library’s Helpdesks. Physically locating the Peer Advisers in prominent service areas proved a successful strategy for engaging students; the peer-to-peer engagement provided an extra incentive to approach desks with study-related questions.

As library staff, the Peer Advisers undertook extensive pre-service staff development, prior to commencing their duties, in areas such as academic and information literacy, reference service, lending procedures and managing client expectations. Peer Advisers also attended additional training throughout the year. Client feedback continues to reinforce the important contribution of this service to student learning at QUT.

Bouquet

‘Thank you. As a new student with enormous pressure I didn’t know what to do and I felt like giving up. You were able to give me answers, reassure and relieve me of so much pent up stress’

[Student]
Subject Guides

Subject Guides are designed by liaison librarians as a starting point for students in finding information for their assignments. Academic staff are also able to link directly to a Subject Guide (or suite of Subject Guides) from their Blackboard site using a Blackboard building block developed by Library eServices and eLearning Services staff.

Following a pilot project in 2009, all subject guides were migrated to the LibGuides software for the commencement of semester 1 2010. The 200+ subject guides offer a range of options for interaction:

- chat widgets
- feedback surveys
- ratings and comments
- quick links to databases
- online resources.

Student and staff feedback on the new format has been very positive.

QUT cite|write

Once again distributed free to all commencing students, user feedback and site usage demonstrated growing staff and student dependence upon QUT cite|write. Statistics also showed an increase in activity from non-QUT domains, such as Education Queensland, suggesting that the resource is reaching a broader base of community users.

Bouquet

‘I frequently refer to cite|write as a shining example of a whole-of-institution approach and partnership to support student transition to tertiary study... [providing] valuable support that provides consistent and clear advice in this most important area for commencing students ...’

[Academic]

In mid-2010, the QUT cite|write Editorial Team Working Group commenced significant revisions of the booklet and online resources to assure full compliance with APA 6th and Chicago Manual of Style 16th (the basis for QUT Harvard). To improve the user experience, a new online referencing and citing tool is also in development. These enhancements will be made available in the 2011 semester 1 release of QUT cite|write.
Research capacity building

The Library continued to collaborate with the High Performance Computing and Research Support (HPC, ITS) group, the Division of Research and Commercialisation, partner universities and external research support agencies. This collaboration assisted with the development and delivery of a growing range of research support services.

Excellence in Research for Australia (ERA)

The Library contributed to the University’s ERA submission though involvement in the University’s ERA Working Party. This involved identifying research outputs to be reviewed, establishing the ERA repository, populating it with metadata and research outputs, and testing the system prior to submission. The University’s ERA submission was completed by the due date and to a high standard.


The Plan was developed by the TILS Research Support Committee to enhance Divisional support for researchers.

Library Researcher Support Strategy

The Library Researcher Support Strategy was developed to articulate how the Library would provide its range of research support services, with particular attention paid to the developmental role of the Research Support Team and the delivery role of Liaison Librarians.

Bouquet

‘It was a well balanced presentation. I will use the data management checklist to prepare a data management plan for my project.’

[Researcher]
Research data management

The Federal government has funded eResearch infrastructure within Australia and the Australian National Data Service (ANDS) Seeding the Commons project is one of the initiatives. The project aims to create infrastructure within institutions to collect and transform metadata about research data collections. QUT Library and HPC worked collaboratively on this and QUT was the first institution to complete the project. QUT was also the second institution to contribute its data records to the Research Data Australia Repository.

The Library also contributed to the ANDS Metadata Hub (software for capturing, manipulating and repurposing metadata) and Data Capture (software development to capture metadata streaming from sensing and other devices) projects which were managed by Information Technology Services (ITS), and licensed a range of external research datasets for use by QUT researchers.

The Library developed Guidelines for the Management of Research Data, a checklist to provide researchers with more detailed information and a data management plan focusing on good research data management practice. The Guidelines were developed to support the University policy MOPP D/2.8 Management of Research DATA in meeting the requirements of the Australian Code for the Responsible Conduct of Research. The Guidelines provide additional detail and context specific information. Research Data Management Workshops were held most months and these attracted 10 to 30 attendees each.

The Library contributed to the development of the QUT Researcher Data Repository which is based on the Architecta Mediaflux repository system. 200 data records developed during the ANDS Seeding the Commons project were added to the repository and a number of research image collections were also scoped.

Research skills workshops and seminars

An increasing number of Higher Degree Research students and researchers registered for a broadened range of activities via the Library and Research Student Centre websites. New seminars and workshops are available for research data management, tracking research impact and using collaboration tools for research.

QUT ePrints

QUT ePrints (eprints.qut.edu.au) is the University’s online repository of research outputs created by QUT staff and postgraduate students. QUT ePrints continues to be populated with records and full text outputs and was ranked 21 of 400 repositories by Webometrics. In 2004, 350 full text items were made available through QUT ePrints. The Repository has steadily grown and in 2010, 47 per cent or 3073 items in the Repository were full text.

International Journal of the First Year in Higher Education

The International Journal of the First Year in Higher Education (www.fyhe.com.au/journal) was developed using the Open Journals System hosted by the Library. This journal supports the First Year in Higher Education Conference. Authors of articles are from across the higher education sector.

Collaboration

The Library worked with Monash University, Griffith University, University of Melbourne, James Cook University, Victoria University (Wellington) and the Australian National Data Service (ANDS) throughout the year on sharing information and ideas on the development and delivery of research data management and research skills services. This was facilitated through a number of meetings, teleconferences and site visits.
In 2010, the QUT Library continued to make improvements in providing access to information resources, services and facilities for students and staff.

**AskQUT**

The Library delivers the AskQUT service ([www.askqut.edu.au](http://www.askqut.edu.au)), QUT’s enquiry management system. The service was implemented by Student Business Services (SBS) in 2007 and the Library assumed responsibility for implementing and managing the service in 2008. AskQUT is available 24 hours a day, seven days a week enabling students and staff to find answers to the majority of their queries in their own time. Although students are the primary target audience, the system also provides information for staff. Convenience and usability are key features of the system and it is targeted to answer users questions with multiple FAQs or direct them to useful information on the QUT website. Alternatively, there is the option to ask a question or to direct the question to the appropriate area within QUT.

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. In July 2010, all faculties had loaded FAQs to the knowledgebase and were using AskQUT to manage their email enquiries.

In 2010, 466,893 answers were accessed in the FAQ knowledgebase. This number represented a 98.5 per cent fulfilment rate of enquiries. There was a total of 43,344 incidents in 2010—which are enquiries that are tracked in the management system with responses provided by the appropriate area within QUT.

**Information Resource Discovery Project**

The Library initiated an Information Resource Discovery project in 2009. This project 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 following sections provide an update on how the Information Resource Discovery project has progressed. It is envisaged that the Project will take two to three years to achieve its objectives. Achievement is also influenced by the progression of university-wide initiatives, such as the Web Redevelopment Project.

**WEB PAGE REDEVELOPMENT AND QUICK FIND**

The Library’s new-look Library homepage went live on the 23 February 2010 to complement the launch of Quick Find. The new homepage design, which is consistent with the QUT templates, is based on feedback from clients gathered from usage data and usability testing, which will be ongoing over the coming months.

Quick Find provides a single search interface to the Library’s catalogue, the majority of the Library’s journal articles, newspaper content and QUT ePrints.

Following student feedback and usability testing, a new Library home page was released on 12 July 2010, with a focus on making the ‘Quick Find’ and ‘Find’ sections more intuitive and functional for both experienced and non-experienced clients. In addition, the single sign-on was implemented in early July, reducing the number of times staff and students are required to authenticate into the Library Catalogue and Quick Find.
Library Web Plan

The development of the Library Web Plan commenced in late 2009 and was endorsed by the Library Leadership Team in May 2010. The Library Web Plan articulates a strategy to ensure that the Library’s service delivery meets the changing needs of clients, as well as harnessing the emerging technologies that are available in the web environment to facilitate more efficient access to information and foster community building. The Implementation Plan provides guidance on the investigation and implementation of new initiatives, as well as setting priorities for continued enhancement of the Library’s web presence.

The new QUT Library website will showcase the expertise of library staff, vibrancy of spaces and the value of resources and collections. It will also welcome clients to the ‘online’ library branch, engage them in a conversation and demonstrate clearly how the Library can help them succeed.

The implementation of the Library Web Plan ([www.library.qut.edu.au/about/planning/documents/web_plan.pdf](http://www.library.qut.edu.au/about/planning/documents/web_plan.pdf)) will progress within the context of the University’s Web Transformation Project and the introduction of a new content management system. These university-wide initiatives will be integral to the re-imagining of the Library’s web presence and enable the achievement of a fulfilling user experience for Library clients.

iPhone application

In 2009 a feasibility study for a QUT iPhone application was conducted by Library Services and Information Technology Services (ITS). With the development of a university iPhone app this task was transferred to the University’s Web Services group in 2010. A prototype was released for testing by QUT staff in late 2010 and will be available via iTunes in 2011. Library functionality which will be included:

- booking Library meeting rooms
- access to My Library Profile which allows clients to review their current loans.

BONUS+

In August 2010, QUT Library joined the BONUS+ consortium which has a membership of 12 university libraries in Australia and New Zealand. This unmediated service enables QUT staff and students to borrow the resources free of charge, from QUT Library. The BONUS+ service significantly expands the range of resources available, particularly to undergraduate students who do not have access to the regular document delivery service.

Initially, the QUT Library collections contributed to BONUS+ were limited to items held in the Library Store. Once the library upgrades are completed in 2011, the range of resources made available will be extended.

Changed borrowing conditions

In 2010, in response to client feedback and to improve access to the Library collection, the Library made changes to the borrowing conditions. The changes promote greater access and use of the Library’s print collection by staff and students. The main changes to the borrowing conditions include:

- loans for undergraduate students increased from 15–25 items
- loans for postgraduate students increased from 25–40 items
- all QUT staff and students are able to renew their items four times
- all loans will now be standard loan lengths with the elimination of seven day loans.
Presentation for Excellence

The Library adopted a strategy of Presentation for Excellence in quarter one, which was aimed at improving the appearance and usability of library buildings. This initiative ensures that all library spaces are presented to a high standard and fit for purpose, and ensures that faulty equipment is rectified quickly.

New communication channels

Each year, the Library develops a comprehensive Communication Plan in collaboration with the Division's Communication Team. In 2010, a range of communication channels have been incorporated into the Communication Plan, to complement printed publications:

- Twitter – there are tweets about workshops, new resources, and activities. Using www.twuffer.com library staff schedule tweets in advance, negating the need to be composing and sending tweets during peak periods. It also enables the Library to provide tweets seven days a week
- digital signage – LCD screens are now installed throughout the Library and other gathering points, to promote library services and workshops
- lift signage – all library lifts have perspex holders that enable A3 posters to be displayed and regularly changed
- website – all activities and resources are promoted on the Library’s website. In 2010, the Library also commenced using home page advertisements that link to additional information. Again, these advertisements promote a positive message and highlight the relevancy to students.

In 2010, the Library published two editions of a Library eNewsletter – in May and September. Each edition had both student and staff versions. Each eNewsletter focussed on current activities and promoted resources and services relevant to their audience.

Print resources

In response to student feedback and high loan statistics, the purchase of prescribed texts was increased to a maximum of 50 copies per edition across the QUT Library system. This is expected to greatly increase access to these core resources.

96,000 items were relocated from the Gardens Point and Kelvin Grove branch libraries to the new QUT Library Store facility, representing 20 per cent of the collection. 73,000 items were decommissioned from the collection on the basis of age, use or being superseded. The Kelvin Grove and Gardens Point Library upgrade projects provided much improved presentation and access to print collections.

Online resources

eBOOKS

A broad range of ebook packages was purchased from many publishers, increasing the number of ebooks available from 70,000 to 190,000.

The eBook survey conducted by the Library providing insight into the use, acceptance and barriers of ebooks had 426 responses from QUT staff and students. The results were generally favourable (noting a few issues regarding printing and downloading) and these affirmed the Library’s strategy to further develop the ebook collection.

eBook readers are growing in popularity and in 2010; the Library evaluated seven commercial devices for students to use in a focus group. Students did not particularly favour any of the single-function ebook reader devices however, preferring the multi-use devices such as iPads and iPhones.

LIBRARY DATABASES AND eJOURNALS

A number of major databases were purchased including Elsevier Scopus, Taylor and the Francis Social Sciences and Humanities Collection, as well as a number of databases being trialled. A significant number of journal backsets were purchased to complement ejournal subscriptions and replace the print. In 2010, the process of checking QUT’s holdings of A and A* titles identified from the ERA Ranked Journal List commenced, to identify titles for purchase.
ONLINE VIDEO

Over 2500 videos were made available via the web, supplementing and in some cases replacing the DVD collection.

Legacy format change

A project was begun to replace or format shift thousands of VHS videos into DVD or online video formats either by re-purchase in a new format or by format shifting under the Copyright Act provisions of 200AB.

Gardens Point and Kelvin Grove upgrades

In 2008, the Library received $15,500,000 funding from the Better Universities Renewal Fund (BURF) for capital works at the Gardens Point and Kelvin Grove branch libraries. This grant was supplemented with an additional $130,000 by the TILS Division. These projects will provide improved services to clients and increased spaces for individual and collaborative learning.

GARDENS POINT

Stage one of the Gardens Point Library upgrade was completed on the 24 February 2010. Level four is now a designated collaborative study zone, providing a range of flexible seating options for students to undertake group work. The 20 seat training room is being used by Library staff to deliver training programs and when it is not booked for classes, it is available for student use. The high level of usage indicates that students are enjoying the upgraded facilities.

Stage two of the upgrade will focus on levels five and six. The collection will be compacted to allow the installation of additional seating and the designation of collaborative and individual study zones. The internal stair case will also be upgraded and new signage installed throughout the building.

Bouquet

‘Just found some eBooks in #QUT catalogue which saved a library trip...! Excitement!’

[Student tweet]
A separate project will achieve improved access to the building by providing combined entrance/exits on level three. This activity was allocated $350,000 from the QUT’s minor works program. It is anticipated that Stage two and the level three work will be completed for the commencement of semester one, 2011.

KELVIN GROVE

The Kelvin Grove Library project provides a mid-life upgrade to the Library building which was originally constructed in the 1970s. The allocation of funding to this project was $13,500,000. Work commenced in May 2010 and it is anticipated that it will be completed for the commencement of semester one, 2011. The project scope is a total refurbishment of levels two, three, four and five and will also include a significant upgrade to base building services to meet current compliance requirements.

The project was undertaken in two stages, with levels four and five being upgraded in stage one. These floors were re-opened to clients in October 2010. Levels two and three were then closed to enable work to progress. During the upgrade project, all collections remained available to clients.

The design emphasis is on providing a range of collaborative and individual study zones and increasing the number of PCs and study rooms available. A new service precinct on level two will include QUT Printing Services, Assignment Minder, IT Helpdesk and the Library’s Helpdesk.
Library workforce

Workforce Planning

During 2010, QUT Library continued to implement its workforce planning strategies, as articulated within the 2007–2011 Library Workforce Plan. One of the major initiatives is the transition to a new staffing structure for the Library’s Helpdesk. Through natural attrition, the Library was able to fund the new structure and to implement the changes required for the new Library Learning and Research Desk which will be implemented from 1 January 2011 (see Helpdesk service section).

Along with the Document Delivery Review and Research Skills development (noted elsewhere within this report) other significant workforce planning initiatives undertaken in 2010 included the development of procedures for the progression across the linked classification HEW 6/HEW 7 Liaison Librarian position. The procedures included a matrix of capabilities for both HEW levels of the position and articulated the criteria for HEW 6 Liaison Librarians to progress to the HEW 7 level. Following wide consultation with Liaison Librarians, Branch Library Managers and QUT’s Human Resources Department, the procedures will embed the progression within the Performance Planning and Review (PPR) process making it a simpler and more transparent process.

In late 2010, the development of the Library’s 2011–2013 Workforce Plan commenced. A series of semi-structured interviews with Library staff (including managers and representatives of specific roles) was undertaken and a series of environmental scans completed. The data will inform a light refresh of the previous 2007–2011 Library Workforce Plan, which was a comprehensive and thorough document that the Library will continue to build on.

Staff Development Review

In 2010, the Library undertook a major Staff Development Review, led by consultant Dr Gillian Hallam. The research included:

- staff survey
- series of semi-structured interviews
- literature review
- document discovery process.

The Review resulted in a final report which summarised the research findings and highlighted that overall, the Library’s Staff Development program is generally quite effective and wide-reaching. It also made 19 recommendations relating to ideas for improving the Library’s Staff Development program. In response to the Review’s recommendations, consultation with the Library Leadership Team (LLT) and other stakeholders, an Action Plan was developed. Its implementation will be a 2011 focus.

Awards

VICE-CHANCELLOR’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 2010, the achievements of Library staff were recognised:

Individual awards

- Saimie Bruhn (Personal Assistant, Library Secretariat)
- Margrethe Gould (Library Services Manager, Kelvin Grove)
- Leanne Levinge (Workforce and Infrastructure Manager, Library Secretariat)
- Bruce Nelson (Lending Services Assistant, Gardens Point)
- Cornelia Nielsen (Library Resource Services Finance Officer)
- Rebecca Ruff (Project Manager, Library Upgrade Project)
- Natalie Ryan (TILS Information Management Project Manager).

Team awards

- Lending Services Team: Judith Ansell (Lending Services Assistant), Milena Hegarty (Lending Services Assistant), Barbara Patrick (Lending Services Assistant)
- Research Data Team: Craig Milne (Research Data Librarian), Ellen Thompson (Research Data Librarian)
- Studywell Team: Kate Derrington (Academic Skills Adviser), Kate Devitt (Academic Skills Adviser), Judith Peacock (Learning and Study Support Coordinator), Bernadette Willans (Academic Skills Adviser).

Library awards

The Library’s internal Reward and Recognition Award winners for 2010 were:

- Making a Difference Award:
  Laura Ross (Administration Officer, Gardens Point)
• Giraffe Award for Initiative and Innovation:
  Helen Batchelor (Library Adviser, Kelvin Grove)

• Quiet Achiever Award:
  Jan Scholz (Library Adviser, Law)

• Jan Novak Award for Outstanding Client Service Award:
  Shannon Robinson (Library Adviser, Kelvin Grove).

Faculty awards
Alice Steiner, Shannon Robinson and Catherine Haden were awarded a Friends of CI (Creative Industries) Award in 2010 in recognition for their outstanding service to the Creative Industry Faculty.

Above L to R back row: Helen Batchelor, Laura Ross, Jan Scholz  L to R front row: Shannon Robinson, Judy Stokker
Below L to R: Professor Susan Street, Shannon Robinson, Catherine Haden, Alice Steiner, Associate Professor Cheryl Stock
Continuous improvement

Information management initiatives

The Library’s information management initiatives – with Divisional and University-wide impact – continued to gather momentum in 2010. Led by the Director, Library Services and the Library’s Information Management Coordinator, the initiatives included:

- leadership of QUT’s Information Management Advisory Group (IMAG)
- development and release of a suite of document templates for use across the Division
- coordination and facilitation of the Info Solutions Forum to convene a cross-section of QUT staff and share information about the information management impact of new projects, services and service improvement initiatives
- information management leadership of the QUT SharePoint service and partnership with ITS for IT leadership of the service including:
  - the migration of nine separate SharePoint installations to a single centrally-administered farm
  - development of a governance framework
  - collaboration with other Universities in the UniPoint forum.

InSync Survey

In August–September, QUT Library conducted its triennial major client satisfaction survey, the InSync Library Client Survey. The results show that QUT Library is performing in the top 25 per cent of the 38 other benchmarked libraries in Australia and New Zealand, with QUT Library recording an overall weighted satisfaction score of 79.8 per cent. Students consistently rate the service provided by QUT Library staff very highly in client surveys, and the 2010 InSync survey was no exception. The highest performing area was that of Library Staff, which recorded QUT Library’s highest benchmark of 88.2 per cent. In the area of Information Resources, QUT Library set a new benchmark high of 81.4 per cent. This is a great outcome for QUT Library which has worked hard to continue the assessment of its online and print collection and to select the most appropriate new resources. Significant progress has also been made with developing its collections of ebooks, ejournal backsets and databases.

The areas that students identified for improvement included:

- computer availability
- finding a quiet place to study in the Library.
The 2010 Kelvin Grove and Gardens Point Branch Library upgrade projects will partially address these issues by providing additional seating and increased PCs for student use. Other strategies for improvement will also be considered.

The 2010 Survey outcomes included 2800+ free-text comments that students provided as part of their survey feedback. While the results are an excellent outcome for QUT Library and for QUT, the Library recognises there is still room for improvement and will continue using client feedback to guide its future planning. An Action Plan was developed and its implementation will be a focus for 2011.

**Helpdesk service**

To ensure consistency in the delivery of Helpdesk Services, compulsory training for all frontline staff (including Peer Advisers) was provided. Prior to the commencement of Semester one 2010, all staff who were rostered on Helpdesks attended one and a half day Helpdesk Training Program. Day one focussed on general information and an overview of new services e.g. Study Solutions and Studywell. The half day component focussed on resources relevant to the disciplines taught at each campus.

A comprehensive evaluation has provided recommendations for the development of the 2011 Helpdesk Program. In addition, a Needs Analysis was also conducted, which asked staff to identify their knowledge level across a range of services and resources. Based on the results of that survey, the Library delivered half day sessions at each campus prior to the commencement of semester two. In those sessions, the focus was on Studywell and also on the new resource discovery platform Quick Find.

**Bouquet**

‘As first year uni student (absent from study for 37 years) they have been PATIENT with my inabilities. Nothing is ever too simple for them to show you — show a personal interest in your plight — encourage you to keep trying. Thank you.’

[Student]
In Semester one 2011, a new Helpdesk service model will be introduced and there was comprehensive planning for this service in 2010, including the development of a Change Management Plan. The new Helpdesk service will be staffed predominantly by a new position called Learning Advisers. This initiative is significant in that for the first time there will be a position within the Library structure that is recruited specifically for service delivery from the Helpdesks, rather than being an ‘additional duty’ for Reference Librarians or Liaison Librarians.

The Library’s objective is for the Helpdesks to become ‘learning and study support’ desks. The emphasis will be on providing advice on information and study skills and effective ways to access collections and services. To acknowledge this change in focus, the desks will be renamed Learning and Research Desks.

Library Helpdesk Satisfaction Survey

The annual Library Helpdesk Satisfaction Survey was conducted in Week 8, Semester 1, with an overall client satisfaction rate of 93 per cent. Analysis of the survey results indicate that staff and students rate the helpfulness and professionalism of Library staff very highly. The majority of negative responses related to the Kelvin Grove Library facilities, which was not unexpected as levels 4 and 5 were closed for upgrade works at the time of the survey.

Document Delivery Review

In 2009, a review of the Library’s document delivery service was undertaken by Sharon Howells (Lending Services Co-ordinator, University of Newcastle). The Review and recommendations were endorsed by the Library Leadership Team in November 2009. The Review provided very positive comments regarding the current Document Delivery service and also commended Library staff.

Implementation of the recommendations progressed throughout 2010. The most significant recommendation was to ‘investigate the implementation of automated ILL/DD software to improve and enhance the user experience, e.g. OCLC VDX, Relais ILL, etc’. During 2010 staff undertook the investigation and recommended the purchase of automated software. The Library’s bid for funding was unsuccessful, however, a submission for AMP[IT] funding will be made again in 2011.

Recommendations implemented included:

- re-examining workflows and processes with a view to ensuring the most skilled and qualified staff process outgoing requests
- implementing staff development or deployment initiatives which allow for a higher level of multi-skilling and greater flexibility for deployment of library staff resources
- standardising and centrally locating documented procedures for Document Delivery services across all branch libraries
- implementing strategies to increase awareness of the Document Delivery service and its benefits to researchers and teaching staff.

Quality and Planning Review

In 2010, QUT Library reviewed its approach to quality and planning. For many years, the Library had used the Balanced Scorecard framework however, the approach had become less relevant as the Library aligns with the QUT Blueprint3, and the TILS Service Management Framework. As a result of the Review, a revised quality and planning approach was developed. During the Library’s 2011 strategic planning phase, some of the Review’s 11 recommendations will be implemented, including a new outcomes-based approach for the Library’s Annual Strategic Plan. The implementation of recommendations will continue during 2011 with a reduction in reporting duplication and a review of the Library’s Key Performance Indicators.

Review of the Library Resource Allocation (LRA)

The LRA was reviewed with the outcome of a more streamlined budget model being endorsed for use in 2011. The changes do not change the allocation of funds to the Faculties but do allow the Library to manage the budget more efficiently.
Community engagement

**QULOC Graduate Librarian Program**

In 2010, QUT Library led an initiative to provide a new QUT Library and Information Science graduate with a rich professional opportunity ‘in the real world’. The employment program was the initiative of the Director, Library Services, Judy Stokker and Associate Professor Helen Partridge (Faculty of Science and Technology, QUT) and involves a new graduate being recruited to a 12-month position which rotates across different university libraries. QULOC (Queensland University Libraries Office of Cooperation) libraries agreed to participate and so the QULOC Graduate Librarian has the opportunity to rotate across three different QULOC university libraries to continue their learning in a professional setting, to gain an insight into various career pathways and to establish professional networks.

The inaugural QULOC Graduate Librarian, Jessie Donaghey, commenced with QUT Library eServices in May 2010 and then transferred to Bond University Information Services in September and Griffith University Information Services in January 2011. She will complete the program in May 2011.

A second QULOC Graduate Librarian will be employed in early 2011. The program will then be evaluated and if successful, may be continued into the future.

**Community Engagement Strategy**

2010 has seen a change in direction and focus around Community Engagement activities. QUT, like many other universities has seen a focus on widening participation along with traditional community engagement activities. As a direct result, QUT Library has written a Community Engagement and Widening Participation Strategy which draws together and focuses the Library’s community engagement and widening participation activities. Some of the key aims involved in this plan include:

1. maintaining clear communication with the community, including groups, individuals and other institutions, in regard to QUT Library community engagement activities and services
2. developing strong and enduring relationships and partnerships with communities and individuals, which help to raise awareness of QUT in the wider community
3. assisting potential tertiary students in developing the skills they require to be successful in entry pathways to tertiary studies.

Implementation of this plan will take place in 2011. In addition to this planning the Library also undertook activities with the community on a regular basis.
Community Engagement Activities

CABOOLTURE LIBRARY

The Caboolture Library continued to conduct activities for local school communities. Library staff ran sessions at the University Experience Days and the Discover QUT Day. Several events were delivered to specific school communities including:

- the annual workshop program for students of the Glasshouse Country Christian College
- a workshop for high achieving students from the Caboolture State High School
- hosting students from various local high schools as part of the Student Business competition
- attending guidance officer days to discuss QUT Library services.

Caboolture library staff also provided support for the Applied Skills and Scholarship unit under QUT Equity’s ‘Widening Participation Scheme.’ The Caboolture Library is a member of the local area librarians’ network, CABNET.

KELVIN GROVE LIBRARY

The Kelvin Grove Library introduced a new cohort of Queensland Academy of Creative Industries (QACI) students to the Kelvin Grove Library. Library staff provided two detailed and contextualised sessions for orientation. Additional sessions for Visual Arts, Theatre and Film QACI students who were undertaking an extended essay project were run in November. Feedback from the QACI staff indicated that the QUT Library sessions were valued. QACI also use the QUT cite|write resource, specifically the QUT Harvard standard.

CLAYTON UTZ LAW LIBRARY

The Clayton Utz Law Library conducted QUT Legal Practice-Bar Practice Course legal research workshops in January and June. The Law Library also provides library tours and legal research training sessions, on request, to outside organisations on a fee for service (commercial) or gratis (community) basis. These sessions and tours are delivered to a variety of groups including high school legal studies students, students of commercial colleges studying paralegal courses and staff from law firms.

Engagement with secondary schools is initiated in one of three ways, either by the school where a teacher contacts the Law Library directly, by the QUT Law Faculty after the Faculty has been approached by a teacher or by QUT recruitment as part of a campus tour. During 2010, school initiated sessions were conducted for Cavendish Road State High School students and Unity College Caloundra students. The Faculty initiated sessions delivered to students from:

- Somerville House
- St Josephs College
- Forest Lake
- Mount Gravatt
- Bremer
- Tullawong
- Kedron
- Springwood State High School.

GARDENS POINT LIBRARY

The Gardens Point Library delivered the AUSAID Program’s Library Orientation and Information Skills Workshops and the Skills and Development Days. The Gardens Point Library also hosted a study visit by Charles Sturt University Library science students in addition to hosting numerous ALIA events as requested throughout the year. During the year, the Gardens Point Library assisted academic staff with the collection of deselected books in engineering for the University of Moratuwa, Sri Lanka. In liaison with Myles McGregor Lowndes, the Gardens Point Library hosted regular community breakfasts where training was given to grant seekers in not for profit organisations. Grant seekers were also provided with community access to the Foundation Centre database and to the collection of print materials.
The 2010 Library Resource Allocation (LRA) was $10,243,000.

The agreement with Finance and Resource Planning (FRP) to protect the LRA against the impact of currency fluctuations resulted in the 2010 foreign currency exchange rates being set quite high at:

- USD $0.8969
- GBP $0.5581
- Euro $0.6241

The Australian Dollar improved markedly during the year, reaching parity with the US Dollar $1.00.

At the end of the year the LRA was 100 per cent committed and 96.4 per cent expended. The unexpended commitments were primarily $300,000+ value print books that were ordered, but not yet received and invoiced by 10 December. Approximately $80,000 was not committed due to protracted license negotiations (indemnity clauses) for three databases. $135,000 was returned to FRP under the agreement due to improved foreign currency exchange rates.

Operating budget

In 2010, the Library's salaries budget was $10,204,570 and final expenditure at the close of the year was 99.25 per cent of this budget. General operational expenses budgets totalled $867,086 and were 91 per cent expended at the end of the year. Overall the Library's total expenditure at the close of the year was 98.65 per cent of the budget target.
Appendix 1: Statistical snapshot

TAKE AWAY LOANS ISSUED
Annual comparison 2006–2010

HELP DESK ENQUIRIES
Annual comparison 2006–2010

COURSE MATERIALS DATABASE (CMD)
Fulltext downloads 2007–2010

VIRTUAL REFERENCE QUERIES
Annual comparison 2007–2010

SERIALS EXPENDITURE
Electronic and Print 2002–2010
The number of physical monograph book and audiovisual items has been decreasing as the Library decommissions items from the collections, replacing print with electronic and transforming its Library spaces for student collaboration spaces.

The number of ebooks available from the Library has been rapidly increasing as the academic book publishing industry moves towards making more books available in ebook format.
### Appendix 2: Client Charter

The Library’s Client Charter sets out the Library’s service commitments for key client services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>AskQUT</td>
<td>Responds to email enquiries within three working days.</td>
<td>Target met for Library enquiries. Although the Library met the individual response time for AskQUT email enquiries other departments/faculties were unable to.</td>
</tr>
<tr>
<td>Borrowing Services</td>
<td>100 per cent of materials shelved within two days of return or in-house use.</td>
<td>Target met.</td>
</tr>
<tr>
<td></td>
<td>95 per cent of intercampus loans (ICLs) processed within two working days.</td>
<td>Target met.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Target was met and consistently exceeded.</td>
</tr>
<tr>
<td>Library Collections</td>
<td>At least 90 per cent of information resources sought by undergraduate students is available in print or electronic collections.</td>
<td>Target met. Previous Material Availability studies have indicated high availability, In the 2010 InSync Survey the QUT Library received the highest approval rating for Online Information Resources.</td>
</tr>
<tr>
<td></td>
<td>At least 95 per cent of information sought by researchers is available in print or electronic collections or through document delivery services.</td>
<td>Target met. Previous Material Availability studies have indicated high availability, In the 2010 InSync Survey the QUT Library received the highest approval rating for Online Information Resources.</td>
</tr>
<tr>
<td>Course Materials</td>
<td>95 per cent of readings are available within four working days of advice from academic staff.</td>
<td>Target met and consistently exceeded.</td>
</tr>
<tr>
<td>Database (CMD)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>QUT ePrints</td>
<td>95 per cent of ePrints are accessible via the QUT Digital Repository within five working days of submission.</td>
<td>Target met.</td>
</tr>
</tbody>
</table>
Appendix 3: Staff publications and presentations


Appendix 4: 2010 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

**Workforce and Infrastructure Manager**
Leanne Levinge

**Library eServices Manager**
Caroline Gauld

**Library Resource Services Manager**
Ann Huthwaite

**Caboolture Library Manager**
Nicole Healy

**Branch Library Manager (Gardens Point)**
Helen Hobbs

**Branch Library Manager (Kelvin Grove)**
Richard Dearden

**Branch Library Manager (Law)**
Cathy Crawford

**Quality and Planning Manager**
Joanna Logan

L to R back row: Leanne Levinge, Helen Hobbs, Ann Huthwaite, Caroline Gauld, Vicki McDonald, Joanna Logan, Cathy Crawford
L to R front row: Richard Dearden, Judy Stokker, Martin Borchert | Absent: Nicole Healy
Appendix 5: Committee memberships

Janet Baker
- Member, Staff Profile Steering Committee

Martin Borchert
- Convenor of the QULOC Research Support Working Party
- Member of the CAUDIT eResearch Standing Committee
- Member of the Closed Locks of Copies Keeps Stuff Safe (CLOCKSS) Advisory Council

Philippa Broadley
- Member, QULOC Business Practitioner’s Group

Paula Callan
- Member, QULOC Research Support Committee

Colleen Cleary
- Convenor, QULOC Information Resources and Access Working Party

Richard Dearden
- Member, QULOC Health Libraries Reference Group
- Member, ALIA Queensland Group

Kate Derrington
- Member, Peer Mentoring Steering Committee

Lynn Evans
- Convenor, Queensland Users of Libraries Australia (QULAG)

Caroline Gauld
- Member, CAUL Working Group on Australian Access Federation (AAF)

Margrethe Gould
- Member, QULOC Lending and Document Delivery Group
- Member, SAMS Change Leadership Group

Kate Harbison
- Member, South East Queensland Education Librarians Group
- Member, Queensland Local History Librarians Group

Gillian Harrison
- Member, South East Queensland Education Librarians Group

Nicole Healy
- Member, Caboolture Campus Operations Committee
- Member, Caboolture Area Librarians Network (CABNET)

Ann Huthwaite
- Member, QULOC Information Resources and Access Committee

Leanne Levinge
- Member, QULOC Staffing Issues Working Party

Joanna Logan
- Member, Rainworth State School Library Committee

Alex McClintock
- Member, QULOC EndNote Reference Group (QULOC Information Skills and Services Working Party)

Vicki McDonald
- Member of the Standing Committee and Information Co-ordinator, IFLA Metropolitan Libraries Section
- Member of the Standing Committee and Information Co-ordinator, IFLA Academic and Research Libraries
- Member, ALIA Membership and Awards Standing Committee
- Convenor, ALIA Queensland Group
- Member, Student Experience Management Committee
- Member, Infrastructure Advisory Group

Karin Medew
- Member, Orientation Organising Committee
- Member, Caboolture Area Librarians Network (CABNET)

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

Judy Peacock
- Member, First Year Experience and Transition Committee
- Member, First Year Coordinators (Community of Practice) Network
- Member, Peer Programs Steering Committee
- Member, Orientation Organising Committee
- Member, QULOC Learning and Information Services Working Party
Natalie Ryan
• Chair, QUT SharePoint User Community

Cathy Slaven
• Member, QULOC ICT Working Party

Barry Stark
• Member, QUT Indigenous Employment Reference Group
• Member, Job Evaluation Review Committee
• QUT Delegate Representative, Professional Staff Consultative Committee (PSCC)

Alice Steiner
• Member, QULOC Information Skills and Services Working Party

Judy Stokker
• Member, Council of Australian University Librarians Executive (CAUL - Executive)
• Co-Chair – CAUL Open Scholarship Initiative (COSI)
• Member, CAUL Institutional Repository Support Service (CAIRSS)
• 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
• Faculty member, CAUDIT/Leadership Institute

Deb Warren
• Member, Discrimination Contact Officer Network
• Member, QUT SharePoint User Community
## Appendix 6: Visitors to QUT Library, 2010

<table>
<thead>
<tr>
<th>Name</th>
<th>Purpose of visit/area of interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager, Information Services, Coordinator: Toowoomba Campus Services and the Coordinator: Off Campus Services, University of Southern Queensland (USQ) Library (Robyn Tweedale, Mandy Callow and Elizabeth Firman).</td>
<td>Discussion of client service models, eReference services and strategic planning.</td>
</tr>
<tr>
<td>Lending Team Leader and the HR Adviser, Griffith University Library (Ileana Whelan and Paola Donagamma)</td>
<td>Tour and discussion of library operations, new innovations, equipment and work flows.</td>
</tr>
<tr>
<td>Associate Director, Information Management and Innovation, The Open University Library, United Kingdom (Gill Needham).</td>
<td>Discussion of the m-Libraries conference and sharing ideas.</td>
</tr>
<tr>
<td>St George’s Girls’ High School, Penang, Malaysia (teachers and students).</td>
<td>Library tour and overview of library resources and services.</td>
</tr>
<tr>
<td>Caul Australian Institutional Repositories Support Service (CAIRSS), (Katy Watson).</td>
<td>Discussion about CAIRSS and about QUT’s repository-related initiatives.</td>
</tr>
<tr>
<td>Campus Library Coordinators and Academic Librarians, UniSA.</td>
<td>Full day program encompassing most aspects of Library services.</td>
</tr>
<tr>
<td>Learning Services Manager, University of Auckland, New Zealand (Li Wang).</td>
<td>Learning support, integrated literacies and research support.</td>
</tr>
<tr>
<td>LOCKSS Program of the Stanford University Libraries, USA (Dr. David Rosenthal, Vicky Reich).</td>
<td>Discussion about LOCKSS and about QUT’s Open Access initiatives.</td>
</tr>
<tr>
<td>Lending Services Manager, Queensland Department of Education (Mark Munien and three lending staff).</td>
<td>Library tour.</td>
</tr>
<tr>
<td>Charles Sturt University (Library Science students).</td>
<td>Study visit, including tours and presentations.</td>
</tr>
<tr>
<td>USQ and CAIRSS (Duncan Dickinson, Peter Setton and Tim Calcutt).</td>
<td>Discussion about recent and ongoing work in Institutional Repositories and eResearch.</td>
</tr>
<tr>
<td>Subject Librarian, University of Auckland Library, New Zealand (Julie Stiborhoe).</td>
<td>Research Support, including ePrints, Symplectic.</td>
</tr>
<tr>
<td>Discipline Librarians, Louise Hanson – Dyer Music Library, University of Melbourne Library (Georgina Binns, Evelyn Portek and Louise Hanson-Dyer).</td>
<td>Overview of the music and arts collections, academic skills support and the Kelvin Grove Library refurbishment.</td>
</tr>
<tr>
<td>Research Services Librarian, James Cook University Library (Jackie Wolstenhome).</td>
<td>Discussion of GNU Eprints Institutional Repositories.</td>
</tr>
<tr>
<td>University Librarian, Victoria University, Wellington, New Zealand (Sue Roberts)</td>
<td>Overview of Library strategic functions and of support research and information resources at QUT.</td>
</tr>
<tr>
<td>Associate University Librarian, Special Projects, Te Tumu Herenga, The University of Auckland Library, New Zealand (Helen Renwick)</td>
<td>Collection management and storage.</td>
</tr>
<tr>
<td>Director of the Physical Planning Unit, University of Cape Town, South Africa (Geoffrey De Wet).</td>
<td>Overview of Library upgrades and the design philosophy in relation to service delivery.</td>
</tr>
<tr>
<td>Senior Consultant, System Librarian and Faculty Member, Technical Information Center of Denmark, Technical University of Denmark Library (Alfred Heller, Mikael Elbaek and Mogens Sandtøjer).</td>
<td>Data Management, open access and research support.</td>
</tr>
<tr>
<td>Systems and Knowledge Management Librarian, North Melbourne Institute of TAFE Library (Susan Bodenham).</td>
<td>Discussion of discovery layers, link resolvers, access to information resources.</td>
</tr>
<tr>
<td>Liaison Librarian, Charles Darwin University Library (Bernadette Roayla).</td>
<td>Discussion of liaison roles, Information Literacy and online instruction, external students, ebooks and mobile devices.</td>
</tr>
<tr>
<td>Name</td>
<td>Purpose of visit/area of interest</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>Senior Manager: Research ICT and Data, University of Wollongong (Matthew Perry).</td>
<td>Data Management.</td>
</tr>
<tr>
<td>Data Management Coordinator, Monash University (Sam Searle).</td>
<td>Data Management.</td>
</tr>
<tr>
<td>Business Development Manager, Open University Library, United Kingdom (Josephine Burt).</td>
<td>Presentation to management group and discussion of quality and planning.</td>
</tr>
</tbody>
</table>