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QUT Mission and Library Vision

QUT’s Mission

The mission of QUT is to bring to the community the benefits of teaching, research, technology and service.

QUT’s Goals

Teaching and Learning

To ensure that QUT graduates possess knowledge, professional competence, a sense of community responsibility, and a capacity to continue their professional and personal development throughout their lives.

Research

To advance and apply knowledge germane to the professions and to the communities with which QUT interacts and relevant to the enhancement of economic, cultural and social conditions.

Community Service

To contribute to the development of Australia’s international responsibility and competitiveness, to enhance QUT’s relationship with the professions, and to increase community awareness of issues through professional service and social commentary.

QUT Library Vision

The QUT Library provides dynamic and innovative access to information resources and services. With the departments of Information Technology Services, Teaching and Learning Support Services, QUT Printing Services and Integrated Help Services, it is part of an increasingly integrated Division of Technology, Information and Learning Support. Its educational and information provision activities are supported by the broad knowledge and skills of its staff teams. The quality of its services is enhanced through partnerships with clients, university colleagues and external organisations.

In an era of change in the methods and pace of scholarly communication, the 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
- Awareness of ‘the big picture’.

Library services will fully support key university strategies in relation to learning and teaching, research and innovation and people and culture. 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 levels as defined within 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.
2008 Highlights

2008 was a year of substantial change for QUT Library. A major focus for the second half of the year was the closure of the Carseldine Library, and the relocation of staff and collections to the Kelvin Grove Library resulting in significant changes there.

The Library also took on a number of new service responsibilities and made significant progress in the enhancement of some existing services.

2008 also saw the Library receive considerable positive feedback from a number of stakeholders. Our clients demonstrated their high level of satisfaction in their responses to the LibQUAL+ Client Satisfaction Survey. The Corporate Review of our Division commended the Library on our client service. And our own staff contributed towards the Library’s good results in the QUT Staff Opinion Survey.

Highlights for 2008 included:

NEW SERVICE AREAS/IMPROVED CLIENT SERVICES
- The Library assumed responsibility for Academic Skills Support, with Academic Skills Advisers and Peer Advisers moving into the Library and support being integrated into Help Desk services, Library workshops, and liaison activities.
- The Library became the Service Owner for the University’s Enquiry Management System, AskQUT, and significantly developed and enhanced the service.
- The Library took over the ongoing maintenance and development of OAKList, a web database containing information about publishing agreements and publishers’ open access policies.
- The Library released a new website which had been completely redesigned based on extensive usability testing with undergraduate students.

SUPPORT FOR RESEARCH
- The Library was integral to the development of an eResearch Support Service Proposal, which was approved and will be implemented in 2009.
- Significant staff development was undertaken for Liaison Librarians to develop their understanding of and engagement with research support.
- QUT ePrints celebrated the milestone of its 10,000th deposit.
- Additional research-related repositories; QUT Theses, the Sugar Industry Collection, and the OzCase Queensland Historical Legal Collection, were developed and collectively became the QUT Digital Repository.

LIBRARY COLLECTIONS
- In 2008 the University funded the Library Resource Allocation $8.8 million to purchase and build the collections of books, audiovisual materials, ebooks, journals, ejournals and databases to support learning, teaching and research at QUT.
- The Library implemented the demand-driven model of ebook lending and acquisition available from Ebook Library (EBL), and refined the implementation as usage exceeded expectations.
- The Library successfully trialled and evaluated nine new electronic information resources.

IMPROVED INFRASTRUCTURE AND INTERNAL PROCESSES
- The Library received funding for the relocation of Carseldine’s collection and staff to Kelvin Grove, which was used to develop a number of new staff work areas and to refurbish Level 6 of the Kelvin Grove Library into client space. A complete refurbishment of the Kelvin Grove Library will be undertaken in 2009/2010.
- The Library’s Committee structure was reviewed and improved, with the retirement or change in focus of some committees to align with new areas of interest and the inclusion of key staff external to the Library in some committees to increase collaboration and information exchange.
- The LibStats database (acquired from the University of Queensland Library) was implemented to streamline and simplify statistics collection and reporting.
- As part of the implementation of the Workforce Plan, a review of Associate Director positions was completed, and staffing resources were reallocated to new priorities in the areas of teaching and learning support and research support.
RECOGNITION OF LIBRARY PERFORMANCE

The Library’s performance was recognised in a number of ways:

• The Library received an Australian Learning and Teaching Council (ALTC) Award for University Teaching in the Program award category for Pilot and AIRS Online.

• Paula Callan, eResearch Access Coordinator, was awarded the Council of Australian University Librarians (CAUL) Achievement Award for 2008.

• The Library was commended in the Corporate Review of the Division of Technology, Information and Learning Support with particular acknowledgment for the value placed by clients on our services.

• A number of library staff were recipients of the inaugural Vice-Chancellor’s Performance Fund to recognise staff who had made a superior contribution in their area of activity.

Judy Stokker
Director, Library Services
Quality Management

2008 Divisional Corporate Review

In April–May 2008, the Division of Technology, Information and Learning Support (TILS) underwent a Corporate Review as part of the University’s planning and quality assurance framework.

The Library participated via the submission of review materials, and interviews with the review panel, which consisted primarily of members external to QUT. The final Review report contained recommendations that will provide the TILS Division with valuable input into strategic planning exercises.

The Review Panel’s comments relating to the Library were particularly positive: ‘There was overwhelming acknowledgement, from both staff and students, of the excellent services provided by the library in meeting learning and teaching, research, and client needs…’

Of its 15 recommendations, the Panel made one recommendation that specifically related to the Library – that the physical environments of the Kelvin Grove and Gardens Point Libraries are improved ‘to ensure a positive student learning experience’.

LibQUAL+ Client Satisfaction Survey

Adhering to its three-yearly major client satisfaction survey schedule, the Library conducted LibQUAL+ during August–September 2008. Our clients again responded very positively, indicating high levels of satisfaction with the Library’s services.

The survey was designed to measure library service quality and identify best practice, and focused on three key areas of service – information resources, library spaces, and library staff. Results indicate slight improvement in overall student satisfaction with the Library’s performance since 2005.

Particular improvement was noted in the Library’s information resources, the service area rated as most important by students. QUT Library has improved its collection through strategies such as eBooks purchasing and electronic backsets of journals.

Postgraduate students have specifically requested more individual study spaces and group study spaces, while undergraduate students also sought better ‘access to computers/Internet/software’. The Library is collaborating across the Division to address these issues.

Benchmarking of the Library’s results with other libraries of the ATN (Australian Technological Network of universities) highlighted QUT Library’s positive results. Comparison of 2007/2008 LibQUAL+ results shows that QUT Library rated highest on the three questions relating to ‘overall general satisfaction’. Furthermore, the survey results show that the Library is meeting and exceeding the minimum service expectations for both undergraduate and postgraduate client groups for all of the survey’s 22 ‘core’ questions. This was not the case for other ATN libraries.

QUT Staff Opinion Survey – Library action plan

A university-wide Staff Opinion Survey was conducted during 2008, with more than 100 library staff responding to the survey.

Overall, the Library achieved positive results, but staff reported some concerns in relation to communication about university-wide and division-wide issues and developments; cross-area communication and involvement; and reward and recognition. In response to the outcomes, the Library has developed – and has begun implementing – a range of activities it will undertake to improve some of those areas.

The continued implementation of the Library’s Workforce Plan will also aim to address some of the issues that emerged from the Survey outcomes, including: reviewing the changing nature of our business; organisational efficiency; and workload.

These improvement activities – comprising both short and longer term strategies – also form part of the Library’s contribution to a division-wide, three-year action plan to follow up on the Survey outcomes.

Materials Availability Survey

In 2008, the Library conducted a Materials Availability Survey in three of its branch libraries – Kelvin Grove, Gardens Point, and Law. The overall results were very positive and indicated that 96 per cent of the resources being sought by clients were held at QUT Library, and 72 per cent of materials sought were immediately available.

The response rate for the Survey was significantly lower than in 2005 when the Library last conducted the Survey, however, this is not surprising given the increase in the number of student surveys and evaluations conducted within the University since that time.
Library Committee Review outcomes implemented

During 2008, the recommendations of the Library’s 2007 Committee Review were implemented, including:

- a revised library committee structure which incorporates the development of an Information Access Committee and a division-wide Research Support Committee;
- senior representatives from other departments within the TILS Division regularly attending the Library Leadership Team meetings to exchange information and facilitate collaboration;
- membership changes for the Library’s Innovation and Planning Forum allowed lower-level staff representatives to take up positions on the group.

The Post Implementation Review undertaken late in 2008 indicated that improvements had been achieved in internal processes, approval mechanisms and communication pathways.

Key/Performance Indicators (KPI/PIs) Review outcomes implemented

Also following a 2007 Review, improvements to QUT Library’s performance measurement program were implemented. The new, streamlined approach to performance measurement involved replacing seven detailed section-based matrices with a simplified and single suite of KPIs and meaningful PI.s. A review of terminology and methodologies also informed the outcomes. The measures and their relevancy will continue to be reviewed annually.

Improved statistics’ collection

During 2008, the Library installed, configured and modified the LibStats database – an online library statistics database acquired from the University of Queensland as part of a 2007 QULOC (Queensland University Libraries Office of Cooperation) Grant. A part-time project officer and Library Systems Officer have customised the database to ensure it suits QUT Library’s environment and specific suite of statistics. The online database has streamlined the Library’s statistics collection and reporting, and will reduce staff time and the risk of errors. LibStats will be launched for use in early 2009.
Learning and Teaching

Integrated Literacies

In 2007, the Library worked in collaboration with Teaching and Learning Support Services (TALSS) on the ‘Integrated Literacies Project’, to establish a more student-focused service model for the expansion of academic study skills support, and to integrate it with the already well-established information literacy framework. In 2008, the strategic decision was made to relocate responsibility for academic skills support into the Library to facilitate this integration and strengthen the service delivery model.

As a result, the University’s Academic Skills Advisers (ASAs) and the Peer Advisers (students who provide support for their student peers) have relocated to the Library. ASAs work closely with Liaison Librarians to develop generic skills programs in academic and information literacies and to work with academic staff to embed these literacies into their curricula.

Peer Advisers work at Library Help Desks providing support for academic skills as well as basic lending, reference and information literacy support, referring queries onto more experienced staff as required.

This transition of service responsibility has been extremely successful and will be enhanced and expanded into the future.

Gardens Point Peer Adviser, Emma Liu (right) assisting a student.

TEACHING AND LEARNING PROGRAMS

Another outcome of the integrated literacies project was the Library’s integrated approach to the delivery of its generic learning program in which students are provided with a more cohesive selection of information literacy and academic literacy learning opportunities. Professional staff also delivered a significant level of discipline-situated teaching in information literacy during the year.

2008 Teaching and Learning Programs

- 1037 sessions held:
  - 471 undergraduate classes held
  - 298 postgraduate classes
  - 268 classes for staff and others
  - 30,600 clients attended
  - 1,513 contact hours

During 2008, QUT Library’s teaching programs were well attended and more than 95 per cent of attendees indicated a ‘high’ to ‘very high’ level of satisfaction with their learning experiences.

To support this model of delivery, the Library also released a comprehensive program registration system to facilitate more effective course access and management. Named studySMART, QUT Library is the first academic library in Australia to implement this Innovative Interfaces Inc. (III) Millennium-based product. As a component of the Library catalogue, the system incorporates teaching sessions as ‘item records’ which allows users to search and retrieve classes and manage them via their Library Profile.

QUT CITE|WRITE

In Semester 1 2008, QUT Library released the new university-wide referencing, citing and writing resource, QUT cite|write (www.citewrite.qut.edu.au).

QUT cite|write enhances usability, clarity, conformity and access to information about common standards and principles for citing, referencing and writing academically at QUT. Produced in its first edition as a multi-format resource consisting of two hard copy booklets held together in a folder, it addresses generic referencing and citation standards (QUT cite).
and academic writing standards (QUT write), with a supporting website containing:

- print-on-demand guides for four recommended styles of referencing and citing at QUT,
- print-on-demand guides to academic writing at QUT, and
- staff teaching resources.

As an institutional replacement for an existing publication, the development of QUT cite|write involved extensive research, cross-institutional coordination, content and website creation, format and graphic design, organisational change management and promotion to students, teaching staff and other service areas within the University. QUT Library Help Desks distributed free copies to all commencing students in both semesters.

Staff and students indicated a high degree of satisfaction with QUT cite|write. Evaluative activities have taken place throughout the year to gauge its effectiveness and usage; in response to client feedback, the resource is being further improved for 2009.

Bouquet
Thank you and your team for working so hard on the cite|write project...
At International College quite a number of the communication lecturers have helped the students to use the resources you have created and it has been an easier task with a more effective outcome than in the past...

Josie Healy
Programs Educator, University Entry Programs,
QUT International College

Gardens Point Library Help Desk

In 2007, the Gardens Point Library implemented an Integrated Help Desk service, bringing together the previously separate Loans and Information Desks, but it was only in mid 2008 that a new custom-designed desk was actually installed on the entry level of the Library.

The new desk was designed to provide a single point of contact for Library clients where they could have reference queries answered, borrow a book, pick-up an Interlibrary Loan or get assistance with a range of academic skills. It provides several service points including standing height areas for quick lending transactions and sitting areas for longer reference and study skills support interactions. It was also located more prominently on the floor so that it is obvious from the moment you enter the Library.

For the majority of opening hours the desk is staffed by a Reference Librarian and a Lending staff member and at peak times during semester, a Peer Adviser is also available.

The new Help Desk has been very successful with clients appreciating the single location and staff enjoying the increased variety of interactions with clients and the opportunity to develop a broader range of skills.
AskQUT

AskQUT, an Enquiry Management System based on the RightNow Technologies platform aims to provide clients with a self-service capability by providing a knowledgebase of frequently asked questions and answers, but also allowing questions to be logged if an appropriate answer cannot be found. The system manages the full workflow of enquiry management and includes tools for continuous improvement of the content.

In 2008, the responsibility for management and further development of the service was relocated to the Library, and a new position, AskQUT Service Manager was created.

At the beginning of the year, AskQUT was only used by Student Business Services and the Faculty of Business, but throughout the year additional areas and content were added, and will continue to be added. The Library intends to transition its existing Ask-A-Librarian service to the AskQUT platform in early 2009.

It is expected that AskQUT will provide the University with a more useful, more integrated, and less staff-intensive system for managing student enquiries as it is developed into the future.

Information Resources

In 2008 the University funded the Library Resource Allocation $8.8 million to purchase and build the collections of books, audiovisual materials, ebooks, journals, ejournals and databases to support learning, teaching and research at QUT.

NEW E-TRIALS

Each year, the Library undertakes a process referred to as e-Trials to select and subscribe to a range of new electronic information resources so that they can be properly evaluated by Library staff and end-users before a decision is made on their ongoing purchase. Usage statistics and client feedback is taken into consideration and priorities are matched to available funding. In 2008 the following electronic resources were successfully trialled at a cost of $72 000:

- Emporis – worldwide information on building construction
- OSIRIS/Mint Global – worldwide company reports and other financial information
- MorningStar – market analysis information
- Theatre in Video – streaming video of 20th century theatre history
- Counselling and Therapy in Video – psychology interviews and therapy sessions
- JBI Connect – evidence based and best practice nursing
- British Pharmacopoeia – drugs and pharmacology
- SMART Imagebase – medical images and animations
- Social Work Abstracts – indexing the journal literature in social work.

SUBSCRIPTIONS

An additional $60 000 was spent on new individual ejournal subscriptions to fill gaps in the collection relating to specific research needs. The Taylor and Francis Social Sciences and Humanities (SSH) collection of ejournals was discontinued following an investigation into usage patterns which indicated the University would make substantial savings and still meet demand for well-used titles by unbundling the package and purchasing only the more heavily-used titles.
eBOOKS

2008 saw a continued emphasis on ebooks with the further development, usage and evaluation of the eBook Library (EBL) service. QUT was one of the first universities in Australia to adopt the patron-driven demand model offered by EBL by which the Library makes EBL ebooks available and then purchases individual titles based on previous usage patterns. In this way students and staff are offered a wider range of ebooks to use, and the library purchases only the ebooks which are most needed. EBL proved very popular with students and staff who made almost 29,000 short-term loans, resulting in almost 2500 ebooks being purchased in 2008, thus indicating substantial support for the convenience of ebooks. QUT was in fact the highest user of EBL amongst subscribing universities in Australia. The Library also purchased an ebook package published by the Royal Society of Chemistry. Almost $1 million was allocated to the usage and purchase of ebooks during the year.

SURVIVING THE GLOBAL FINANCIAL CRISIS

The 2008 global financial crisis resulted in a very substantial devaluation of the Australian dollar compared to the US dollar. This could have had a marked effect on the purchasing power of the library (as the majority of information resources are published overseas and are charged in foreign currencies), if it were not for the prior arrangements made between the Library and the University’s Finance and Resource Planning Division. This arrangement effectively guarantees the Library’s purchasing power at the start of the year by an internal arrangement which saved the Library from having to make very substantial journal and database cancellations, thus maintaining the integrity of our collections and their continued capacity to meet the information needs of students and staff.

INFORMATION RESOURCE DISCOVERY AND ACCESS

In 2008, the Library released a completely redesigned website based on extensive usability testing with our primary client group, undergraduate students. The site was significantly simplified from previous versions and brought access to the most commonly used functions (notably ‘Quick Catalogue Search’ and ‘Quick Article Search’) to the top level.

The Library’s federated search application, 360 Search, which allows clients to search across multiple databases simultaneously, has been refined. The number of resources available has increased, and has been well received by clients.

The Library has initiated investigations into ‘Next Generation Library Catalogue’ functionality. These products typically offer a range of new and improved features including federated searching of multiple databases, faceted navigation, and interactive features. It is anticipated that a solution will be implemented in 2009.
Research Support

TILS Research Support Strategic Plan 2007–2009

The new TILS Research Support Committee was formed in 2008 to implement the TILS Research Support Strategic Plan and to create a forum for research support within the Division. The Committee, chaired by the Associate Director, Library Services (Information Resources) includes staff from both IT Services and the Library.

The key achievement of 2008 was the preparation of the eResearch Support Service Proposal which was approved by the University Research and Innovation Committee and the Vice-Chancellor’s Advisory Committee. This innovative service will be implemented in 2009 as a single eResearch Support Service to assist researchers. The service will combine assistance from HPC, repository management and research data management.

The Committee also embedded research support into the Division’s Faculty Liaison Teams and addressed research support in the Teams’ membership. The Committee organised a seminar for TILS staff on ‘Engaging in the Research Cycle’. Key staff from the Division of Research and Commercialisation, prominent researchers, TILS staff leading research support, and a panel of Higher Degree Research students made this a very successful seminar. The Library also provided input to the Research Students’ Centre’s Research Training Matrix for Postgraduate Capabilities on a range of relevant Library-based training initiatives.

Scholarly Communication

QUT Library staff continued to develop knowledge and understanding of changes in scholarly communication through staff development fora. The first Change Readiness Seminar for 2008, entitled ‘Keep out of my (space) face (book) and other provocative themes’ explored themes such as researcher uptake of ePrint repositories, data management and curation, copyright and Web 2.0 technology that had been addressed in previous conferences. The TOSC (Transformation of Scholarly Communication) reading circle, a forum for exchanging information and ideas about changes in scholarly information and publishing trends, continued in 2008.

Liaison Librarians put their growing knowledge into practice by participating in faculty research capacity-building programs through presenting workshops on bibliometrics, open access and ePrints. Creative Industries Librarians utilised social bookmarking tool del.icio.us to develop research guides supporting Creative Industries research domains.

The Director, Library Services, the eResearch Access Coordinator, and the Kelvin Grove Library Manager were members of the organising committee of the QUT sponsored Open Access and Research Conference held in Brisbane on 24–25 September. International experts led the exploration of strategies, best practices and infrastructure required to create and disseminate knowledge. The Conference was opened by the Federal Minister for Innovation, Industry, Science and Research, Senator Kim Carr.

On 14 October, QUT Library hosted a live web link to join International Open Access Day (http://openacessday.org) sponsored by the Welcome Trust in London. The event was held ‘to broaden awareness and understanding of Open Access, including recent mandates and emerging policies, within the international higher education community and the general public’.
In 2008, the QUT Digital Repository (www.digitalrepository.qut.edu.au) was designated as the University’s digital repository. It encompasses a number of research-related repositories and digitised collections including QUT ePrints, the Sugar Industry Collection (a digitised collection of books, journals and conference proceedings), OzCase (a digitised collection of legal resources) and QUT theses. Nearly 1000 QUT digital theses were added to QUT ePrints. The Australian Digital Theses Program (ADT) now points to QUT ePrints for access to the full text, making our higher degree research (HDR) theses accessible via both entry points. For more information about the Sugar Industry Collection and OzCase, see the section on Community Engagement.

Bouquet

... a very big thank you for the generous advice you have given [Karin Smith] and the CSU Institutional Repository Project team as we have worked to get CRO [CSU Research Output Repository] into production this year. It is terrific to be able to work in an environment of sharing and cooperation between our universities and very much appreciated from our end.

...we are very pleased with the positive response we have had from CSU researchers so far and look forward to achieving a good level of content in CRO in the coming months.

Best Regards
Sarah Bishop
CSU Library Director

QUT ePrints

In June 2008, QUT Library celebrated a major milestone when 10,000 items were deposited into QUT ePrints. By the end of the year, the number of items in the repository had increased by 58 per cent to a total of 13,112. The Federal Government funding over the previous years total under the Australian Scheme for Higher Education Repositories (ASHER) was used to upgrade the current repository software to help populate the repository with ePrints and to progress plans for integrating the repository with other University services such as staff profiles and HERDC (Higher Education Research Data Collection). Plans for migrating to the ARROW platform were postponed due to functionality limitations in some of the software components.
The OAKList Project

In November 2008, QUT Library assumed responsibility for completing the development of the OAKList database and website from the OAKLaw Project staff in the QUT Faculty of Law. The OAKList database provides free online access to information on the open access policies of various publishers and individual journal publications, supplementing the SHERPA ROMEO database in the UK. By the end of 2008, there were a total of 4568 records in the OAKList database.

Australian Children’s Literature Digitisation Program

QUT Library is a partner of AustLit: The Australian Literature Resource ARC LIEF Grant to create digitised full text works in Australian Children’s Literature available from the AustLit database. The digitisation project is being led by Chief Investigators from QUT Library and QUT’s Faculty of Education. In 2008, relevant works were selected, methodologies and standards determined, libraries holding the selected works identified, and out-of-copyright and some critical works were digitised. LIEF funding has been renewed for 2009 and the process of seeking permission and then digitising of copyright works will be pursued.

Institute for Health and Biomedical Innovation (IHBI)

After a two year trial, the position of IHBI Information Manager, a shared position funded jointly by the Library and the Institute of Health and Biomedical Innovation (IHBI) has been made permanent. The position aims to provide specialist research support services for IHBI members that build on traditional Library research support services. The position is now embedded into the IHBI organisation and offers IHBI’s many researchers a range of support services including assistance with grant applications, research writing and publication. The IHBI Information Manager, Stephanie Bradbury, also facilitated the development of a research matrix database of IHBI research projects that is being extended as a model to the wider university.

Institute for Creative Industries and Innovation (iCi)

The Institute for Creative Industries and Innovation (iCi) is one of QUT’s multidiscipline research institutes established to foster collaborative research across faculties. iCi researchers are dispersed across all QUT faculties and are involved in innovative digital repository initiatives.

To build a cross-discipline, division-wide support approach, Kelvin Grove Library Manager and Creative Industries Liaison Librarians collaborated with High Performance Computing staff from the Division of Technology, Information and Learning Support (TILS), and with iCi researchers. The emerging service model – which includes a range of physical and virtual support strategies – will be consolidated in 2009.
Resources – People

Workforce Planning

In 2008 there was significant progress in realising some of the recommendations of the Library's Workforce Plan. Taking advantages of vacancies in some areas as they have arisen, the Library has been able to create some new positions to meet the requirements of areas of growing demand, particularly in the area of research support.

In addition, 2008 saw the Library take on some new areas of responsibility, notably Academic Skills Support, AskQUT (the University’s Enquiry Management System), and OAKList (a web database containing information about publishing agreements and publishers’ open access policies). New staff positions were transferred or created to support these new areas.

A significant activity undertaken in accordance with the Workforce Plan was a review of the Library’s Associate Director Positions. The positions were last reviewed in the early 1990s and there has been considerable change at QUT and in the Library’s core business since that time. The aim of the review was to ensure that the Library’s Associate Director positions are sized correctly, and scoped appropriately to ensure they are aligned with the Library’s current and future service priorities. The revised positions include:

- Associate Director, Library Services (Client Services and Learning Support)
- Associate Director, Library Services (Information Resources and Research Support)
- Associate Director, Library Services (Workforce and Infrastructure).

Carseldine and other relocations

The closure of the Carseldine campus and the resulting relocation of the Carseldine Library collection to Kelvin Grove resulted in a number of changes for staff. Most of the ongoing staff at Carseldine transitioned into similar roles at Kelvin Grove Library. In addition, the need to create space for the Carseldine collection meant all staff areas within the Kelvin Grove Library had to be relocated to adjoining buildings.

Library Resource Services staff moved to purpose-designed lodgings on the ground level of an adjacent building with loading bay access, facilitating efficient delivery of resources.

Lending Services also moved to an adjacent block and a connecting walkway to the Library was built to provide them with easy access to the collection and service points.

Staff Development

In addition to the usual staff development opportunities such as conferences and training courses, in 2008 the Library ran a number of internally-developed events.

A series of ‘Change Readiness Seminars’ and ‘Ideas Fora’ were run employing different formats. Some involved guest presenters from other parts of the University or from non-QUT libraries, while others were more informal and interactive, involving our staff presenting their own ideas.

In addition, a seminar series was developed specifically aimed at Liaison and Reference Librarians and reflecting the major aspects of liaison activity: teaching and learning, collection development, and research.

Seminar 1: Research Skills Development Framework (RSD): An exploration, 24 April. Liaison Librarians joined academics and learning developers from Teaching and Learning Support Services (TALSS) to examine a model for developing students’ research skills.

Seminar 2: Library Collection Development
Seminar, 9 July. Dr Alex Byrne (University Librarian, University of Technology Sydney) was the keynote speaker at the second seminar for Liaison Librarians that focused on collection development.

Seminar 3: Engaging in the Research Cycle, 12 November. This seminar brought together Liaison Librarians with Research Support Specialists from High Performance Computing to explore:

- support for research from the Division of Research and Commercialisation and the Division of Technology, Information and Learning Support (TILS); and
- how we can build on this support through collaboration with the research community.

Awards

CAUL ACHIEVEMENT AWARD

The Library was pleased that Paula Callan, eResearch Access Coordinator, was awarded the Council of Australian University Librarians (CAUL) Achievement Award for 2008. This is a national honour and was awarded to Paula ‘in recognition of her leadership and innovation, initially with the implementation of institutional repositories, expanding to the developing area of eResearch’.

ALTC AUSTRALIAN AWARD FOR UNIVERSITY TEACHING

The Library was honoured to receive an Australian Learning and Teaching Council (ALTC) Award for University Teaching in the Program Award category for the Pilot and AIRS Online services.

Pilot is a web-based information literacy tutorial for undergraduate students and AIRS Online is the online delivery platform for a unit in research skills taught by the Library to research postgraduate students.

The project team: Judith Peacock, Kurt Vollmerhause, Julian Kapitzke, Suzanne Sheppard and Peter Fell are to be congratulated for their outstanding contributions.

VICE-CHANCELLOR’S PERFORMANCE AWARDS

The Vice-Chancellor’s Performance Fund Awards recognise staff who have made a superior contribution in their area of activity. In 2008, ten Library staff were worthy recipients:

- Nadine Brayley (Administration Officer, Carseldine)
- Cameron McLeod (Lending Services Supervisor, Gardens Point)
- Kurt Vollmerhause (Library Systems Officer)
- Cathy Crawford (Law Library Manager)
- Susan Carter (Library Services Manager, Law)
- Michelle Ward (Lending Services Assistant, Caboolture)
- Deborah Smith (Reference Assistant, Law)
- Christine Locke (Electronic Resource Assistant)
- Maryanne Loneragan (Electronic Resource Assistant)
- Garry Johnston (Lending Services Supervisor Kelvin Grove).

LIBRARY REWARD AND RECOGNITION AWARDS

- The Library’s internal Reward and Recognition winners for 2008 were as follows:
  - Making a Difference Award, Natalie Matthews
  - Initiative and Innovation Award, Luisa Rossitto
  - Quiet Achiever Award, Michael Unwin
  - Outstanding Client Service Award, Jai Parker.
Refurbished Spaces

In 2007, a significant refurbishment of the QUT Clayton Utz Law Library was a major focus for QUT Library. The finishing touches were completed in time for the start of first semester in 2008 and the new space was launched on July 3 at an event hosted by the QUT Library and QUT’s Faculty of Law.

The Commonwealth Attorney-General, the Honourable Robert McClelland, officially launched the refurbished Library. The event was an enormous success attended by University senior staff, senior members of the legal community and members of Queensland Parliament.

In 2008, the major infrastructure focus was the need to relocate the Carseldine Library collection due to the intended closure of the campus at the end of 2008. Most of the collection needed to be relocated to Kelvin Grove Library and represented a 40 per cent increase in the collection within that building. This was able to be achieved by relocating all Library staff to spaces in adjoining buildings freeing up significant floor space for collections and client spaces. In addition, the basement level was refitted with an electronic compactus system to house bound periodicals. The new periodicals collection will reside on a refurbished Level 6 in display shelving.

Bouquet

At this juncture in the history of the School of Psychology and Counselling and Carseldine I want to take this opportunity to express our strongest gratitude to the Carseldine Library staff for the outstanding service they have provided to the School of Psychology and Counselling over the years. At a recent school staff meeting it was unanimously agreed that we propose a vote of thanks to the Carseldine library staff...The support and help we have received has been an integral part of our successful growth as a School. Every effort has been made to assist us in whatever way possible...

Professor Ian Shochet
Head of School, School of Psychology and Counselling

The changes at Kelvin Grove Library represent an interim step to a complete refurbishment of the Library which will be planned throughout 2009 and completed in 2010.
Resources – Budget

In 2008, the volatility in the Australian dollar against the US dollar was unprecedented. The Australian dollar went from a high of $0.96 in July to fall suddenly to $0.62 in November. It also fell against the UK pound and the Euro. The Library Resource Allocation (LRA) was seriously affected by the extent of the fall which came just as the Library was paying its largest invoices to renew serials and database subscriptions. As a result, the LRA was over-expended by approximately $940,000 at the end of 2008. The Library’s risk management strategy – an agreement with the Finance and Resource Planning Division to cover such eventualities was called upon to address the deficit.

OTHER BUDGETS

In 2008, the Library’s salaries budget was $8,992,743 and final expenditure at the close of the year was 99.6 per cent of this budget. General operational expenses budgets totalled $866,668 and were 100 per cent expended at the end of the year. Overall the total expenditure at the close of the year was 100 per cent of the budget target, an excellent result.

In 2007, the Caboolture Library was allocated $2.5 million in the 2009 Capital Development Pool (CDP) for the further development of library and learning support areas. This year, the Caboolture Library was also allocated a further $100,000 from the Better Universities Renewal Funding Initiative. This funding will be used to further assist the CDP funds in addressing the infrastructure needs of the Library.
Community Engagement

Queensland Academy of Creative Industries (QACI)

QUT Library consolidated its relationship with the Queensland Academy of Creative Industries (QACI), located nearby in the Kelvin Grove Urban Village, and extended the Memorandum of Understanding between the institutions. New QACI students were given an orientation session at the Kelvin Grove Library, after which they were able to borrow resources, use publically-accessible electronic resources on Library computers and receive assistance from the Help Desk.

Relations with local schools

Aspley State High School and QUT Library have an ongoing relationship. Year 11 English students regularly visit the Library and learn about university life. In 2008, Library staff addressed around 40 teachers at Aspley State High School on their pupil-free day in April. They raised awareness about information literacy skills needed at university, and discussed strategies that might help students make the transition from high school to university.

Teachers from Oakleigh State Primary School visited the Kelvin Grove Library as part of their pupil-free day on 20 October. The aim of the visit was for teachers to experience the electronic and physical environment of an academic library and to introduce them to the professional development resources available. Teachers explored electronic full text databases and QUT Library’s Information Literacy tutorial, Pilot.

Bouquet

On behalf of the QUT Q-Step program I would like to thank you for the organisation of the Library Information Sessions and Library Tours that you provided for students participating in our Year 11 Skills and Development Day at Gardens Point campus on Friday, 30 May, 2008.

The Year 11 Day is aimed at students from specific schools, serving the most socio-economically disadvantaged areas of Brisbane. The Q-Step program appreciates the time and effort that you and the QUT Library staff generously gave in the preparation and delivery of the information sessions and coordination of the library tours for the Year 11 students. Could you please pass on our thanks to the other library staff involved in the delivery of the tours and information sessions.

Brenda Kelly
Q-Step Liaison Officer

OzCase

Led by QUT Library, OzCase is a continuing collaboration between university libraries, government departments and private legal firms in South East Queensland to improve access to legal research materials. In 2008, after copyright permission was obtained from the Queensland Government, Griffith University Library began the digitisation of selected acts from the ‘Queensland Statutes Reprints’ series in partnership with several of the other libraries.

As there was insufficient funding to digitise the planned number of reprints, more funding will be sought in 2009.
Universal Digital Library: Million Books Website Launch

The Sugar Industry collection was digitised by the end of 2008. It is a collection of published books, journals and conference proceedings which the Library has digitised with permission of the copyright owners and is the first Australian contribution to the Universal Digital Library Million Book Collection: an international digitisation program led by the Carnegie Mellon University. The website was launched by the Deputy Vice-Chancellor (Research and Commercialisation) and the Deputy Vice-Chancellor (Technology, Information and Learning Support) on 19 October. The collection is part of the QUT Digital Repository and is linked to the United Nations Food and Agriculture Organisation’s AGRIS bibliographic network and the Universal Digital Library.

ARLIS/ANZ Biennial Conference

Kelvin Grove Creative Industries Liaison Librarians, Ellen Thompson and Alice Steiner, along with Reference Librarians, Luisa Rossitto, and Shannon Robinson, teamed up with five other Brisbane libraries from the Art Libraries Society of Australia and New Zealand (ARLIS/ANZ). They formed the organising committee for the 2008 ARLIS/ANZ conference, ‘Cultural Connections: MySpace is an ArtSpace’.

ARLIS/ANZ membership is drawn from arts library and information professionals from every sector of the profession, and approximately 60 Australian and New Zealand delegates attended the two and a half day conference held at the State Library of Queensland. The major theme of the conference was Web 2.0 technologies and arts libraries, and feedback from delegates was unanimously positive.

After serving a full two year term as ARLIS/ANZ National President, Ellen Thompson was re-elected at the conference for a further term. Luisa Rossitto and Ellen were also involved in the recent ARLIS/ANZ web redevelopment project and Luisa will continue her position as part of the National Web Editorial Team.

UNESCO/IFLA International Information Literacy Logo competition

Integrated Literacies Coordinator, Judith Peacock represented Oceania on an international panel of 11 judges for the IFLA competition to constitute an international logo to be used by UNESCO, IFLA and other organisations and groups to represent the concept of information literacy. Funded by UNESCO for the IFLA Information Literacy Section, the panel evaluated more than 190 designs submitted from 36 countries. The winning logo design (Edgar Luy Pérez, Cuba) was announced by UNESCO’s Assistant Director-General for Communication and Information at the 2008 IFLA World Library Congress in Quebec.
Appendix 1: Statistical Snapshot

### Takeaway loans issued

#### TAKE AWAY LOANS ISSUED
#### ANNUAL COMPARISON 2004–2008

During 2008, there were more attendances at the Library’s information literacy sessions than during the previous four years. The year’s 27,444 attendances represent a small 1.4 per cent increase in comparison with 2007 attendances. In recent years, QUT Library has been working with faculties to embed information literacy within curricula and, as a consequence, it is possible that attendance at information literacy sessions could decrease in the future. However, the increase in 2008 attendances is likely to be due to the:

- Integrated Literacies Project
- Launch and promotion of kickSTART and the Library’s consolidation of communications and messaging regarding integrated literacies programs
- Launch of studySMART for program registrations in Semester 2, 2008
- Library’s involvement in FYE initiatives, and
- The University’s more intense focus on orientation and central support.

### Help Desk queries

#### HELP DESK QUERIES
#### ANNUAL COMPARISON 2004–2008

### Book/ebook titles added

#### NEWBOOK/EBOOK TITLES ADDED*
#### ANNUAL COMPARISON 2004–2008

While the Library’s collection of *subscribed/owned eBook titles continued to grow in 2008, clients had access to approximately 90,000 additional, non-owned ebooks which were accessible via the patron-driven demand model offered by the eBook Library (EBL) service. As outlined in the Learning and Teaching section, almost $1 million was allocated to the usage and purchase of ebooks during the year.
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 even more.

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

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 per cent of obtainable items on reading lists held by the Library or on order and 90 per cent of the scholarly information resources sought by undergraduates to enable them to meet their QUT course requirements are held in Library’s print or electronic collections</td>
<td>Target met. In response to client feedback, the Library also improved access to prescribed textbooks by reviewing its formula for the number of copies to be acquired for the collection, and by implementing a new process of ordering all prescribed and some recommended texts from QUT Bookshop. Liaison Librarians also continue to obtain unit reading lists and order recommended readings. Target met (print). QUT Library’s 2008 Materials Availability Survey indicated that 72 per cent of print resources sought by clients were immediately available. Furthermore, 96 per cent of resources were held by QUT Library. Target neutral (electronic). 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.</td>
</tr>
<tr>
<td>90 per cent of new books and audiovisual material available for use within 21 calendar days of receipt by the Library 100 per cent of materials shelved within two days of return or in-house use 95 per cent of newly requested documents which are readily accessible will be available in the Course Materials Database (CMD) within four working days 95 per cent of Interlibrary loans obtained from other libraries within five calendar days 85 per cent of Inter-library loans obtained from other libraries within five calendar days</td>
<td>Target met. The 2008 average time from receipt to despatch was 21.2 days. Two semester-based samples undertaken in 2008 indicate that 100 per cent of materials were shelved within two days of return or in-house use. Target met. Target met. Target met. Target met. Target was met and consistently exceeded during 2008. Target met. An average 98 per cent of ICLs were processed within two working days. Target not met. 2008 average was 80 per cent.</td>
</tr>
</tbody>
</table>

**Service: Provide services to enable you to use materials effectively**

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Help Desk which is staffed during the hours the Library is open</td>
<td>Target met. In 2008, the Library offered integrated academic skills support and information literacy support at its help desks. Peer Advisers (students who provide support for their student peers) also now work at the Library Help Desks.</td>
</tr>
<tr>
<td>Electronic information services and assistance available 24/7 through the library website</td>
<td>Target met. In 2008, the Library released a completely redesigned website based on extensive usability testing.</td>
</tr>
<tr>
<td>Integrated literacies support freely available, face to face and online</td>
<td>Target met. In 2008, QUT and the Library strengthened its support model with the integration of information literacy and academic skills. Assistance and support continues to be offered via a number of channels, including the help desks; teaching and learning programs; the Library’s website; and initiatives such as the QUT cite</td>
</tr>
</tbody>
</table>

**Service: Provide facilities for use of materials**

<table>
<thead>
<tr>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>A study place is always available for clients when the Library is open.</td>
<td>Neutral. The seating survey, as conducted previously, was not undertaken this year due to the major refurbishments underway and ongoing improvements to client spaces. In any case, QUT Library is confident that this target was met and that a study place was always available for clients when the Library was open. In 2009, a study will be conducted to determine whether the ‘available’ seating is also clients’ preferred seating.</td>
</tr>
</tbody>
</table>
Appendix 3: Staff Publications and Presentations


Appendix 4: 2008 Library Leadership Team

Director, Library Services
Judy Stokker

Associate Director (Development)
Sarah Fredline

Associate Director (Information Resources)
Carolyn Young

Acting Associate Director (Information Resources)
Dr Grace Saw

Library Systems Manager
Gavin Fernandes

Manager, Library Resource Services
Ann Huthwaite

Branch Library Manager (Gardens Point)
Robyn Smith

Branch Library Manager (Kelvin Grove)
Richard Dearden

Branch Library Manager (Law)
Cathy Crawford

Acting Branch Library Manager (Carseldine)
Helen Hobbs

Quality and Planning Manager
Leanne Levinge

Acting Quality and Planning Manager
Rebecca Ruff
Appendix 5: Committee Memberships

Paula Callan
- Member, eResearch Working Party

Colleen Cleary
- Member, Council of Australian University Libraries (CAUL) Electronic Information Resources (CEIRC) Committee
- Member, QULOC Information Resources and Access Working Party

Kate Derrington
- Member, Peer Mentoring Steering Committee
- Member, Student Experience Management Committee
- Member, First Year Experience Committee

Lynn Evans
- Committee Secretary, Australian Library and Information Association (ALIA) Health Libraries Australia (Queensland Regional Group)
- Convenor, Queensland Users of Libraries Australia (QULAG)

Gavin Fernandes
- Member, QULOC ICT Working Party

Sarah Fredline
- Member, QULOC Staffing Issues Working Party
- Member, QUT Infrastructure Advisory Group
- Member, QUT Learning Experiences Working Party
- Member, QUT Virtual Learning Environments Advisory Group
- Member, Program Committee m-Libraries Conference

Gillian Harrison
- Member, South East Qld Education Librarians Group
- Member, Stafford Teacher-Librarian School Co-operative Network Committee

Ann Huthwaite
- Member, Australian Committee on Cataloguing (ACOC)

Leanne Levinge
- Secretary, QUT Information Management Advisory Group (IMAG)

Joanna Logan
- Member, South East Qld Education Librarians Group

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

Craig Milne
- Member, TILS Institute for Sustainable Resources

Judy Peacock
- Member, SafeAssign Steering Group
- Library Representative, QUT Learning Experiences Working Party (T&L)
- Member, QUT First Year Experience Committee
- Member, Transitions in Community of Practice
- Member, Orientation Organising Committee
- Member, Peer Mentoring Steering Committee
- Member, Large and Small Grant Support Network
- Member, Low SES Student Working Party
- Library Rep, QUT Staff Development Network
- Member, Discrimination Contact Officer Network
- Member, QULOC Information Skills & Services Working Party
- Convenor, LATN InfoScholar Management Team
- Member, LATN Information Literacy Group
- Co-Exec Director, Australia/New Zealand Institute of Information Literacy (ANZIL) Executive Committee
- Member, ANZIL Advisory Group
- Member, IFLA Information Literacy Section
- Member, Editorial Board/Journal of Learning Design

Luisa Rossitto
- Member, South East Qld Education Librarians Group

Robyn Smith
- Member, Faculty of Science Academic Board
Judy Stokker

- Member, Council of Australian University Librarians (CAUL)
- Member, Libraries of the Australian Technology Network (LATN)
- Member, University Librarians Group, Queensland Universities Library Office of Cooperation (QULOC)
- Member, QUT Equity Board
- Member, Curriculum and Learning Experience Working Party, QUT Teaching and Learning Committee
- Member, QUT Staff Development Network
- Chair, QUT Information Management Advisory Group

Jenny Thomas

- Vice President, QUT Information Professionals Alumni Chapter

Ellen Thompson

- National President, Arts Libraries Society of Australia and New Zealand (ARLIS/ANZ)

Jane Turnbull

- Member, QULOC Lending and Document Delivery Group
- Member, QUT SAMS Interest Group (Student Management System)
- Member, QUT Revenue Management Working Party for UniPay Project

Deb Warren

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

Carolyn Young

- Member, QULOC Information Resources and Access Committee
- Member, QULOC Health Reference Group
- Member, QUT Faculty of Health Academic Board
- Member, QUT eResearch Working Party
## Appendix 6: Visitors to QUT Library, 2008

<table>
<thead>
<tr>
<th>Name</th>
<th>Purpose of visit/area of interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISC-UJK DataShare (Robin Rice)</td>
<td>Curating and managing research data – presentation to QUT Library and ITS Staff, QUT eResearch Working Party, and invitees from Griffith and UQ.</td>
</tr>
<tr>
<td>International Association of Technological University Libraries (IATUL) delegation</td>
<td>Overview of QUT Library services, integrated literacies and research support, tour of GP library.</td>
</tr>
<tr>
<td>University of Oregon Libraries (JQ Johnson)</td>
<td>Scholarly communication, research support, open access, OJS Science Commons, OAKList, OAKLaw, and Blackboard support.</td>
</tr>
<tr>
<td>Australian School of Advanced Medicine, Macquarie University Library (Karen Marks, Mary Simons)</td>
<td>The Library's Institute of Health and Biomedical Innovation (IHI) Information Manager position and models of liaison support for health.</td>
</tr>
<tr>
<td>Monash University (Susan Clarke, Sam Stearle)</td>
<td>QUT/Monash initiatives in data management.</td>
</tr>
<tr>
<td>Macquarie Uni (Margaret Wright, Kathie Fraser)</td>
<td>Integrated Literacies, Workforce Planning, Services, and Research Support.</td>
</tr>
<tr>
<td>IPIK, Malaysia (Edna Wellington, Anuar Husin Josephine Teo, Amiyzar Aliw)</td>
<td>Lecturers and library staff involved in the new TESOL degree at the IPIK Malaysian Institute.</td>
</tr>
<tr>
<td>Director Library Services, Curtin University (Imogen Garner)</td>
<td>Research Support and eResearch.</td>
</tr>
<tr>
<td>Health Sciences Library Queensland Health Forensic and Scientific Services (Sarada Rao, Janine Brooks)</td>
<td>Investigating good practice for repository management.</td>
</tr>
<tr>
<td>Centre for Learning and Professional Development, University of Adelaide (Dr John Willison)</td>
<td>Research Skill Development framework and Integrated Literacies rubrics.</td>
</tr>
<tr>
<td>Learning Services Librarian, University of Otago, NZ (Simon Hart)</td>
<td>QUT Library's Integrated Literacies model and initiatives.</td>
</tr>
<tr>
<td>Associate Director, Language and Learning, Victoria University (Dr Amanda Pearse)</td>
<td>QUT Library’s Integrated Literacies model and initiatives (including Peer Adviser support and Help Desk services).</td>
</tr>
<tr>
<td>Manager, Humanities &amp; Social Sciences Library, University of WA (Ali Benni)</td>
<td>QUT Library’s Integrated Literacies model and initiatives.</td>
</tr>
<tr>
<td>Professor, Graduate Institute of Educational Technology, National Chiayi University, Taiwan (Dr Lin Ching Chen)</td>
<td>QUT Library’s Information Literacy model and initiatives.</td>
</tr>
<tr>
<td>Otago University, NZ (Alison Brown)</td>
<td>Digital repository management.</td>
</tr>
<tr>
<td>Victoria University (Frances O’Neill)</td>
<td>eResearch Access Coordinator role.</td>
</tr>
<tr>
<td>Swinburne University (Teula Morgan)</td>
<td>HERDC reporting processes and its integration with the Library’s digital repository processes.</td>
</tr>
<tr>
<td>Kyushu University (Nami Hoshiko)</td>
<td>QUT ePrints and digital repositories.</td>
</tr>
<tr>
<td>France (Alice Lemesle)</td>
<td>International Field Work Student.</td>
</tr>
<tr>
<td>Germany (Babett Hartman)</td>
<td>International Field Work Student.</td>
</tr>
</tbody>
</table>