Contents

Our statement of purpose 2
Key trends 3
AskQUT (university wide) .......................................................... 3
Borrowing ........................................................................3
Library teaching ..................................................................3
Print books and ebooks .......................................................3
Print journals and ejournals ...............................................4
QUT ePrints ......................................................................4
Virtual Reference ..................................................................4
Key targets and results ...................................................... 5
Students, learning and teaching .......................................... 6
Library spaces ....................................................................6
Online and print resources .................................................8
Learning and study support ...............................................11
Communication technologies ..........................................13
Research and innovation ............................................... 14
Excellence in Research for Australia (ERA) .......................14
QUT ePrints ......................................................................14
Library Researcher Support Strategy .................................15
Research data management ..............................................15
Tracking Research Impact service ....................................17
Library research skills workshops and seminars ..............17
Document delivery ..........................................................18
People, culture and sustainability ................................... 19
Budget ........................................................................... 19
Community engagement .................................................19
Information management ...............................................21
Continuous improvement ................................................21
Library workforce ..........................................................23
Awards ............................................................................24

Appendix 1: 2011 Library Leadership Team 26
Appendix 2: Staff publications and presentations 27
Appendix 3: Committee memberships 28
Appendix 4: Visitors to QUT Library 30
Our statement of purpose

We provide dynamic and innovative access to information resources and services.

In an era of change in the methods and pace of scholarly communication, we continue to deliver high quality information resources and services to the university community.

Our services 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.

We are part of an increasingly integrated Division of Technology, Information and Learning Support (TILS), along with the departments of eLearning Services, Information Technology Services, Learning Environments and Technology Services and QUT Printing Services.

As a learning organisation, we continue to strengthen our commitment to client focused service and continuous improvement. We achieve this through regularly monitoring and improving our services as defined within the Division’s Service Management Framework, the Library’s Client Charter and through client feedback. We collaborate with other areas of the university to provide staff and students with seamless interfaces to service delivery.
Key trends

AskQUT (university wide)

The launch of the Student gateway provided us with the opportunity to profile AskQUT on the QUT home page. Non-QUT users can now submit questions via a direct email link on the AskQUT home page.

In 2011, there was a 62.6 per cent increase in the number of AskQUT enquiries, compared to 2010.

Enquiries received via AskQUT, 2008–2011

Library teaching

Library learning and study sessions continue to remain popular. In 2011, our range of research support sessions and workshops significantly increased and proved popular with researchers.

Attendance at Library teaching and learning, and research sessions and workshops, 2007–2011

Print books and ebooks

In 2011, the size of our ebook collection reached 270,000 titles. Although the number of ebooks is expanding, we continue to buy a substantial number of print books (approximately 25,000), as many titles are not yet published electronically.

Print journals and ejournals
Print journals continue to be replaced by ejournals and in 2011, our print journal collection was 2000 titles, compared to more than 100,000 ejournal titles.

**ejournal subscriptions, 2005–2011**

<table>
<thead>
<tr>
<th>Year</th>
<th>Subscriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>0</td>
</tr>
<tr>
<td>2006</td>
<td>20,000</td>
</tr>
<tr>
<td>2007</td>
<td>40,000</td>
</tr>
<tr>
<td>2008</td>
<td>60,000</td>
</tr>
<tr>
<td>2009</td>
<td>80,000</td>
</tr>
<tr>
<td>2010</td>
<td>100,000</td>
</tr>
<tr>
<td>2011</td>
<td>120,000</td>
</tr>
</tbody>
</table>

QUT ePrints
The number of full text records in our QUT ePrints database continues to grow. A 16.6 per cent increase in the number of full text downloads shows that the repository is facilitating access to QUT researchers’ publications.

**QUT ePrints cumulative growth, 2004–2011**

<table>
<thead>
<tr>
<th>Year</th>
<th>Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>5,000</td>
</tr>
<tr>
<td>2005</td>
<td>10,000</td>
</tr>
<tr>
<td>2006</td>
<td>15,000</td>
</tr>
<tr>
<td>2007</td>
<td>20,000</td>
</tr>
<tr>
<td>2008</td>
<td>25,000</td>
</tr>
<tr>
<td>2009</td>
<td>30,000</td>
</tr>
<tr>
<td>2010</td>
<td>35,000</td>
</tr>
<tr>
<td>2011</td>
<td>40,000</td>
</tr>
</tbody>
</table>

Virtual Reference
Demand for our Virtual Reference service (chat and email) continues to increase.

**Virtual Reference queries received 2007–2011**

<table>
<thead>
<tr>
<th>Year</th>
<th>Queries</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>500</td>
</tr>
<tr>
<td>2008</td>
<td>1,000</td>
</tr>
<tr>
<td>2009</td>
<td>1,500</td>
</tr>
<tr>
<td>2010</td>
<td>2,000</td>
</tr>
<tr>
<td>2011</td>
<td>2,500</td>
</tr>
</tbody>
</table>

- **Email** Line Graph
- **Chat** Line Graph
## Key targets and results

These targets are set out in the Library’s Client Charter and the Library’s Key Performance Indicators (KPIs).

<table>
<thead>
<tr>
<th>Targets 2011</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer AskQUT email enquiries within three working days.</td>
<td>Not achieved. The target for the service as a whole was not met – 57 per cent of AskQUT email enquiries were answered within three working days. The target was met for Library related email enquiries.</td>
</tr>
<tr>
<td>Achieve a borrowing target of 85 per cent of new monographs borrowed within two years.</td>
<td>Achieved.</td>
</tr>
<tr>
<td>Achieve a borrowing target of 10 or more monographs per year, per FTE (full-time student load).</td>
<td>Exceeded.</td>
</tr>
<tr>
<td>Shelve 100 per cent of materials within two days of return or in-house use.</td>
<td>Not achieved – 94.5 per cent of materials.</td>
</tr>
<tr>
<td>Process 95 per cent of intercampus loans (ICLs) within two working days.</td>
<td>Exceeded.</td>
</tr>
<tr>
<td>Upload 95 per cent of readings to the Course Materials Database (CMD) within four working days of advice from academic staff.</td>
<td>Not achieved – 94 per cent of readings.</td>
</tr>
<tr>
<td>The average full text cost per use of Library databases is less than the average document delivery cost.</td>
<td>Achieved.</td>
</tr>
<tr>
<td>Achieve a 75 per cent satisfaction with information resources.</td>
<td>Neutral. We met this criteria in the 2010 InSync Survey, however 2011 survey data is not available.</td>
</tr>
<tr>
<td>Ensure that at least 90 per cent of information resources sought by undergraduate students is available in print or electronic collections.</td>
<td>Neutral. In the 2010 InSync Survey we received the highest approval rating for Online Information Resources out of the university libraries surveyed.</td>
</tr>
<tr>
<td>Ensure that at least 95 per cent of information resources sought by researchers is available in print or electronic collections or through document delivery services.</td>
<td>Exceeded.</td>
</tr>
<tr>
<td>Achieve a 75 per cent student satisfaction score with the Library's study and learning support services.</td>
<td>Exceeded.</td>
</tr>
<tr>
<td>Achieve a 75 per cent student satisfaction score with Library spaces and facilities.</td>
<td>Neutral. The upgrades of our spaces and signage were not comprehensively completed in 2011.</td>
</tr>
<tr>
<td>Ensure that 60 per cent of units demonstrate evidence of embedded information literacy/academic skills in the curriculum.</td>
<td>Not achieved. Methodology to be revised in 2012.</td>
</tr>
<tr>
<td>Upload 95 per cent of ePrints submissions via the QUT Digital Repository within five working days.</td>
<td>Achieved.</td>
</tr>
<tr>
<td>Contact 90 per cent of new ongoing research staff.</td>
<td>Achieved.</td>
</tr>
<tr>
<td>Achieve an attendance target at Library research support seminars and workshops of 20 per cent of researchers.</td>
<td>Achieved.</td>
</tr>
<tr>
<td>Achieve a full-text deposit target of 65 per cent for HERDC journal and conference records in QUT ePrints.</td>
<td>Achieved.</td>
</tr>
<tr>
<td>Achieve a completion target of 100 per cent for Library staff training/ development activities annually.</td>
<td>Not achieved – 97 per cent of staff.</td>
</tr>
<tr>
<td>Achieve an 80 per cent staff satisfaction rate (Staff Opinion Survey).</td>
<td>Not achieved. 2011 QUT Staff Opinion Survey results: 79 per cent QUT satisfaction score 72 per cent job satisfaction score/commitment score</td>
</tr>
<tr>
<td>Expend the budget within + or - 1 per cent of target.</td>
<td>Achieved.</td>
</tr>
</tbody>
</table>
Students, learning and teaching

Library spaces

We were able to transform our two large campus libraries from paper-based repositories to 21st century learning environments as a result of the Federal Government’s Better Universities Renewal Funding (BURF) Initiative. The existing Kelvin Grove Library (built in 1979) and Gardens Point Library (built in 1981) were designed to deliver a library service that was primarily book based and had not envisaged the impact that the Internet would have on resource discovery and access.

KELVIN GROVE

Senator the Hon. Chris Evans, Minister for Tertiary Education, officially opened the refurbished Kelvin Grove Library on 16 May. The Library had been transformed by an extensive $13.5 million upgrade.

Our upgraded Kelvin Grove Library has generated significant interest outside the university. Thirty delegates from the Public Library Design Forum (held at State Library) toured the branch on 30 September and discussed the origins and development of the design, realisation of the vision derived from client input and the success of the final design. The group included librarians, architects and cultural administrators.

There have also been a number of delegations from organisations planning library building projects, including schools, public libraries and universities.

students, learning and teaching

Library spaces

We were able to transform our two large campus libraries from paper-based repositories to 21st century learning environments as a result of the Federal Government’s Better Universities Renewal Funding (BURF) Initiative. The existing Kelvin Grove Library (built in 1979) and Gardens Point Library (built in 1981) were designed to deliver a library service that was primarily book based and had not envisaged the impact that the Internet would have on resource discovery and access.

KELVIN GROVE

Senator the Hon. Chris Evans, Minister for Tertiary Education, officially opened the refurbished Kelvin Grove Library on 16 May. The Library had been transformed by an extensive $13.5 million upgrade.

Our upgraded Kelvin Grove Library has generated significant interest outside the university. Thirty delegates from the Public Library Design Forum (held at State Library) toured the branch on 30 September and discussed the origins and development of the design, realisation of the vision derived from client input and

KEY IMPROVEMENTS:

• 200+ additional study spaces
• 150+ additional computers for student use
• additional rooms for both collaborative and individual study
• print stations and self-check units on all floors
• new media rooms and a games lounge
• co-located QUT Printing Services, Assignment Minder, the IT Helpdesk, Adaptive Technology and our Learning and Research Desks on Level 2.

students, learning and teaching

Library spaces

We were able to transform our two large campus libraries from paper-based repositories to 21st century learning environments as a result of the Federal Government’s Better Universities Renewal Funding (BURF) Initiative. The existing Kelvin Grove Library (built in 1979) and Gardens Point Library (built in 1981) were designed to deliver a library service that was primarily book based and had not envisaged the impact that the Internet would have on resource discovery and access.

KELVIN GROVE

Senator the Hon. Chris Evans, Minister for Tertiary Education, officially opened the refurbished Kelvin Grove Library on 16 May. The Library had been transformed by an extensive $13.5 million upgrade.

Our upgraded Kelvin Grove Library has generated significant interest outside the university. Thirty delegates from the Public Library Design Forum (held at State Library) toured the branch on 30 September and discussed the origins and development of the design, realisation of the vision derived from client input and

KEY IMPROVEMENTS:

• 200+ additional study spaces
• 150+ additional computers for student use
• additional rooms for both collaborative and individual study
• print stations and self-check units on all floors
• new media rooms and a games lounge
• co-located QUT Printing Services, Assignment Minder, the IT Helpdesk, Adaptive Technology and our Learning and Research Desks on Level 2.

students, learning and teaching

Library spaces

We were able to transform our two large campus libraries from paper-based repositories to 21st century learning environments as a result of the Federal Government’s Better Universities Renewal Funding (BURF) Initiative. The existing Kelvin Grove Library (built in 1979) and Gardens Point Library (built in 1981) were designed to deliver a library service that was primarily book based and had not envisaged the impact that the Internet would have on resource discovery and access.

KELVIN GROVE

Senator the Hon. Chris Evans, Minister for Tertiary Education, officially opened the refurbished Kelvin Grove Library on 16 May. The Library had been transformed by an extensive $13.5 million upgrade.

Our upgraded Kelvin Grove Library has generated significant interest outside the university. Thirty delegates from the Public Library Design Forum (held at State Library) toured the branch on 30 September and discussed the origins and development of the design, realisation of the vision derived from client input and

KEY IMPROVEMENTS:

• 200+ additional study spaces
• 150+ additional computers for student use
• additional rooms for both collaborative and individual study
• print stations and self-check units on all floors
• new media rooms and a games lounge
• co-located QUT Printing Services, Assignment Minder, the IT Helpdesk, Adaptive Technology and our Learning and Research Desks on Level 2.

students, learning and teaching

Library spaces

We were able to transform our two large campus libraries from paper-based repositories to 21st century learning environments as a result of the Federal Government’s Better Universities Renewal Funding (BURF) Initiative. The existing Kelvin Grove Library (built in 1979) and Gardens Point Library (built in 1981) were designed to deliver a library service that was primarily book based and had not envisaged the impact that the Internet would have on resource discovery and access.

KELVIN GROVE

Senator the Hon. Chris Evans, Minister for Tertiary Education, officially opened the refurbished Kelvin Grove Library on 16 May. The Library had been transformed by an extensive $13.5 million upgrade.

Our upgraded Kelvin Grove Library has generated significant interest outside the university. Thirty delegates from the Public Library Design Forum (held at State Library) toured the branch on 30 September and discussed the origins and development of the design, realisation of the vision derived from client input and

KEY IMPROVEMENTS:

• 200+ additional study spaces
• 150+ additional computers for student use
• additional rooms for both collaborative and individual study
• print stations and self-check units on all floors
• new media rooms and a games lounge
• co-located QUT Printing Services, Assignment Minder, the IT Helpdesk, Adaptive Technology and our Learning and Research Desks on Level 2.
GARDENS POINT
Over the summer semester 2010–2011 upgrade works were undertaken within our Gardens Point branch to further improve access to services and increase the availability of study spaces.

KEY IMPROVEMENTS:
• changes to entrances and exits
• new lights in the foyer
• print stations and self-service checkout machines units on Levels 5 and 6
• a new casual reading area on Level 3
• installation of three Learning and Research Desks and two student consultation spaces.

CABOOLTURE
In late 2010, work began on planning a new library for the joint Brisbane North Institute of TAFE and QUT campus. QUT was successful in obtaining $4.3 million from the Federal Government under the Capital Development Pool Program.

The new library will provide:
• a range of technology-equipped group spaces
• individual study spaces
• social spaces that facilitate a sense of belonging to the campus.

Planning continued throughout 2011 on designing the general layout, furniture, fittings and equipment and detailed room design.

The site was cleared for commencement of construction during November and December and the new library is expected to be completed in mid 2012.
Online and print resources

We continue to review and reduce our print collections as online information resources replace print. The result has been a transformation within our buildings, with large areas becoming available for student study and collaboration.

**ONLINE RESOURCES**

We continued to expand our collections of ebooks and databases to support learning and research. We significantly increased our ebook collection by spending $1.1 million or 47 per cent of the Library Resource Allocation (LRA) for monographs on ebooks. Major ebook collections were purchased from Elsevier, Oxford, Sage, Royal Society of Chemistry and Wiley Blackwell. Staff and student usage of ebooks is increasing, while usage of journal databases has matured and remains steady.

Print journals continue to be replaced with ejournals, and in 2011 we spent $650,000 on purchasing electronic back sets of journals from Cambridge Elsevier, Oxford and Taylor and Francis.

We purchased a number of new databases to support research, including Thomson Reuters Web of Science Book Citation Index, Society of Automotive Engineers Digital Library, Berg Journals, Berkeley Electronic Press Journals, Thomson Reuters Worldscope, Bureau van Dijke Orbis and IMeche Journals Collection.

The transition to online video continued with the addition of over 2000 new videos available from Alexander Street Press, Video Education Australia and Kanopy.

Our Course Materials Database (CMD) continues to provide students with access to digitised and linked electronic resources, fully integrated with QUT Blackboard units. In 2011 there were over 570,000 downloads of unit readings and past exam papers.

<table>
<thead>
<tr>
<th>Resource Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print books</td>
<td>480,000</td>
</tr>
<tr>
<td>ebooks</td>
<td>270,000</td>
</tr>
<tr>
<td>ejournals</td>
<td>120,000</td>
</tr>
<tr>
<td>Print journals</td>
<td>2,000</td>
</tr>
<tr>
<td>Online videos</td>
<td>2,500</td>
</tr>
<tr>
<td>Databases</td>
<td>800</td>
</tr>
</tbody>
</table>
PRINT RESOURCES

Print resources are still important; however they are becoming a small part of the information resources provided by us to support students and researchers.

In 2011, we continued to purchase a substantial number of print books (approximately 25,000), as many titles are not yet published electronically.

We substantially increased the number of multiple copies of prescribed texts that are purchased in order to support student learning. A ratio of one book per 25 students has been adopted, with up to 25 copies in total.

Analysis of print resource usage revealed that 89 per cent of new books purchased during 2008/2009 and 2009/2010 were borrowed. This indicates that we are continuing to select resources that are relevant to staff and students.

ASKQUT (university wide)

AskQUT www.ask.qut.edu.au (QUT’s enquiry management system) 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 and the general public. Convenience and usability are key features of the system and it is targeted to answer 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.

We established a Community of Practice to bring RightNow CX (the software used by AskQUT) users from university work units together to discuss the usage of the system and canvass suggestions for enhancements. Informative presentations or ideas are shared at this event to continue service improvement as well as achieve good practice on the use of the system.
LIBRARY ENQUIRY CHANNELS

We provide both a physical service point with the Learning and Research Desks, as well as a Virtual Reference service (chat and email).

Virtual Reference

‘This is the first time that I have used the chat service and I found that it was an incredible resource! Instead of spending 2 hours coming into uni and asking a librarian how to access an online journal article, I could spend a couple of minutes chatting online and have the problem sorted. The librarian was amazingly helpful. I could not have imagined a better service. (I don’t usually use chat on other web media like facebook, msn etc. and felt very uneasy about using the library chat service online. However, I was in a pickle and am so glad that I did use it. It is so easy to use and so convenient. I really do appreciate this library service!)’

[Student]

In 2011, our Virtual Reference service experienced increased demand, with a 48.7 per cent increase in email enquiries since 2010. In 2011, we conducted a review of the Virtual Reference service (see p. 24).

Learning and Research Desk

In Semester 1 2011, we introduced a new helpdesk service model. Our new helpdesk is staffed predominantly by Library Advisers, rather than Liaison Librarians. This is a significant change as it is the first time that a position within the Library structure has been recruited specifically for service delivery from the helpdesks.

Our objective is for the helpdesks to be ‘learning and study support’ desks with the emphasis on providing advice on information and study skills, and effective ways to access our collections and services. To reflect this change, we have renamed the helpdesks ‘Learning and Research Desks’. As part of the change process, we have also removed the Lending Desks.

In 2011 we increased access to self service checkout machines by installing them on all floors
Highlights during 2011 included:

- collaborative development of a new online resource for all first year Creative Industries units
- collaboration with the Public Health Director of Academic Programs to embed a Research Skills Program in a Paramedic unit
- development and marketing of ‘Nursing Resuscitation’ Workshops at the Caboolture campus (aimed at providing study and research skills for nursing students) in conjunction with the nursing academics
- collaboration with the Science and Technology Faculty staff on course development for the new Bachelor of Science course
- conducted ‘Return to Study’ workshops, a new initiative for Orientation 2011. The half-day workshops were offered at all campuses. The target audience was mature age students and the aim was to assist students in preparing for university study. All sessions were fully booked and received a high level of satisfaction from all attendees. These sessions are now offered each semester as part of our orientation program.
INDIVIDUAL STUDY ASSISTANCE

Students requiring individual assistance with study and learning skills are referred to our Learning and Research Desks in the first instance. Students are also able to individually book a Study Solutions appointment for academic study assistance.

Study Solutions

Our Study Solutions service offers students an individual 25 minute appointment with a library professional at any of our branch libraries. We encourage students to bring their assignment topic, project task or study challenge. The service was introduced in 2011 and it has continued to grow in popularity. A total of 477 appointments were booked this year and more than 65 per cent of appointments were made by first-year students. First year students continue to represent our largest client group, comprising 65 per cent of all appointments in 2011.

Academic Skills Advisers

Our Academic Skills Advisers provide individual academic study support to students, on a referral basis. Students are referred by staff such as Disability Advisers, counsellors, librarians, lecturers or tutors.

In 2011, there was a significant increase in the number of Academic Skills Adviser consultations. Four hundred and thirty one consultations were conducted, representing a 75 per cent increase over the previous year.

There are Academic Skills Advisers based at each of our branch libraries and they work across the campuses with students and faculties. They also collaborate with other Library staff in cross-campus teams to provide an integrated approach to student learning services in academic literacy/study skills and information literacy/research skills (integrated literacies).

LEARNING RESOURCES

In 2011, students continued to make extensive use of our suite of online learning resources.

Study Smart

Pilot, our online tutorial, was comprehensively rewritten and renamed ‘Study Smart’. The tutorial had originally been developed in 1999 and focused on information literacy skills. The revised version will also address academic skills. New assessment has been developed and will be accessible to students via QUT Blackboard. We will release Study Smart in Semester 1, 2012.

‘I was very lost when I started this degree. After the face-to-face study solutions appointments, I am now confident that I know how to start a task from the beginning and see it through.’

[Student]
QUT cite|write

QUT cite|write www.citewrite.qut.edu.au is an introductory guide to citing, referencing and academic writing at QUT. It continues to be a popular resource for students with 896,000 page views in 2011.

Studywell

Launched in 2010, Studywell provides students with an online suite of learning tools, templates and activities. Academic staff are able to embed individual resources in Studywell in their QUT Blackboard unit sites with 28,141 resources downloaded in 2011.

iPhone App

The QUT iPhone app was released in Semester 1 and included “My Library” Profile. Using “My Library” Profile, students can check current due dates, renew loans and book one of our meeting rooms.

During Semester 2, we conducted several focus groups with students to investigate mobile use of our services and resources. These focus groups showed that many students are happy to read their unit materials and PDFs on their mobile phone screens and would really appreciate a university app with library functionality. The iPhone users tried the QUT iPhone app and liked the room bookings and library profile display. Students also liked the way Quick Find (our single search engine) automatically detects the screen size and simplifies the layout for them.

We will use the outcomes of the focus groups to inform our mobile strategy and to improve mobile access to our services and resources.

Communication technologies

Library blogs offer a new approach to communication. In 2011, we launched two blogs as alternative communication channels for services and collections to students. The first blog, titled AdLib www.library.qut.edu.au/blog primarily targets undergraduate students across all disciplines.

The second blog is the Caboolture Library Blog www.library.qut.edu.au/blog/caboolture and it takes a campus wide approach. Each blog is regularly updated featuring RSS feeds, Twitter updates and polls. We released the blogs in mid-September and they will be evaluated in late 2011.
Research and innovation

Excellence in Research for Australia (ERA)

We played a key supporting role in the university’s submission to Excellence in Research for Australia (ERA). Our ERA repository work was completed on time, on budget and to a high standard. Our role was to develop and populate the ERA repository to support the peer review process, and to provide advice. Research outputs, identified by the faculties and institutes, were sourced and loaded to the repository which was tested for quality and connection to the Australian Research Council’s systems.

QUT ePrints

QUT ePrints www.eprints.qut.edu.au is the university’s online repository of research outputs created by QUT staff and postgraduate students. It continues to be a flagship and well used research support service.

‘The statistics about downloads is really amazing and humbling and scary. It is making me more conscious of who I am writing for’. [Academic]

We launched the QUT ePrints Statistics Dashboard service during the Open Access Week in October 2011. The Statistics Dashboard provides deposit and usage information for researchers.

We have integrated citation information from Thomson Reuters Web of Science and Elsevier Scopus into QUT ePrints, as well as links to Google Scholar. Academic feedback on this service has been very positive. Citation data are copied to the Excellence in Research Australia (ERA) Research Activity Database, to support the university’s ERA submission.

‘I would like to take this opportunity to sincerely thank the wonderful library staff who support ... researchers across the Faculty. In addition to the help they provide to researchers directly, they support faculty research in many other ways – sourcing a mountain of materials for ERA, providing guidance in assessing research outputs, providing quality feedback on grant applications, and participating in faculty research meetings...’

[Assistant Dean (Research)]
Library Researcher Support Strategy

Change management has resulted in Liaison Librarians identifying research support as a core service. This is consistent with the outcome of our Liaison Service Review, conducted in 2001.

We now systematically record research support sessions and research consultations. All research support services have service descriptions in the TILS Service Catalogue and annual service assessments have been developed.

In 2011, we implemented our Library Researcher Support Strategy. Developed in 2010, the strategy differentiates the service developmental role of the Library’s Research Support Team and the service delivery role of Liaison Librarians. It also describes the 12 services that we provide to support researchers.

The implementation of the strategy is generally complete, with only the operationalisation of research data management infrastructure and services as a current project. Substantial progress was made during 2011, in terms of increased research support activity, with the introduction of new services, increased researcher attendance and new research support seminars and workshops offered.

Research data management

We continue to collaborate with High Performance Computing (HPC), Information Technology Services (ITS), Australian National Data Service (ANDS) and QUT faculties to develop research data management infrastructure, processes and services.

In 2011, we scoped and partially implemented the Sustainable Research Data Management Service. It offers researchers advice on using the QUT Research Data Management Solutions, which includes the Data Management Guidelines (best practice), use of QUT’s data storage solutions and use of storage and collaboration solutions provided by external agencies. The service also provides mediated access to using the QUT Data Registry (in development) in order to create a data collection description, which can also workflow data records to Research Data Australia.

A paper was developed for University Research and Innovation Committee (URIC) which assessed QUT’s data management capabilities using the ANDS Research Data Maturity Model, rating QUT’s efforts at 2.5 out of 5.

We worked with HPC (lead role), in completing the ANDS Data Capture project. Researchers developed three pieces of software which captured data from three ongoing research activities – acoustic sensing, greenhouse gasses and public performance. As a result of these activities, our staff developed 35 collection records describing QUT research data sets, with HPC and Research Support staff providing technical support. All 35 records were deposited in Research Data Australia.

The ANDS Gold Star Records Exemplar project proposal was approved by ANDS in 2011 and the expected completion date is August 2012, with $125,000 contracted for the project. The Gold Standard project is designed to address the issues of richness – connectivity and quality – with respect to research data description records. Our staff, in collaboration with HPC and Research Support staff, will produce guidelines for the economical production of high quality, information rich data descriptions and also a return on investment assessment.

A proposal for the ANDS Metadata Store project was developed and submitted to ANDS for $125,000. This project will fund the development of a QUT research data registry system (using VIVO software) to be called QUT Research Data Finder. Project work is expected to commence in April 2012 and continue to February 2013. Our role is to manage the project, facilitate collaboration between university departments and the project team, develop a workflow for registering new collections at QUT, contribute metadata records to Research Data Australia and increase awareness of and access to research data captured from QUT research activities.

Staff capacity and funding issues in 2011 to implement data management infrastructure (the VIVO Research Data Finder, Mediaflux and eforms to connecting services such as ResearchMaster, Academic Profiles and ethics approval forms) has delayed our ability (and HPC’s ability) to implement an operational systems-based research data management service. The ANDS Metadata Store and Gold Star projects will address these deficiencies in 2012, however a sustainable solution is required.
EXTERNAL RESEARCH DATASETS SERVICE

We successfully mediated 70 requests from QUT researchers to access externally sourced research datasets (250 per cent increase since 2010). This service provides efficiency as now QUT will generally only need to license each dataset only once. Six datasets are now available to QUT researchers.

SUPPORT FOR SCHOLARLY PUBLISHING

Open access publishing

We continue to financially and otherwise support QUT researchers to publish in ‘gold’ open access journals. There has been a growth in the diversity of open access publisher products now supported. Open access publications increased from 36 in 2010 to 45 in 2011, with Library Resource Allocation (LRA) expenditure increasing from $68,000 to $77,000.

In 2011, we added the following open access publishers to the Library supported service:

- BMJ Open
- Creative Education
- Environmental Health Perspectives
- Journal of Sports Science and Medicine
- Open Biology
- SAGE Open
- Scientific Reports
- Sensors
- Springer Open.

Open Access eJournal Hosting Service

We continued to collaborate with faculties to support the publication of peer reviewed open access journals. The migration of the Journal of Learning Design www.jld.qut.edu.au QUT Law Journal and the QUT Justice Journal to Open Journals System (OJS) commenced with the Faculty of Education and Faculty of Law. The implementation of OJS complements QUT ePrints in support of open access.
Tracking Research Impact service

In Semester 1, we developed and implemented the Tracking Research Impact service. Our staff provide information and advice to researchers on using citation information obtained from research tools (Scopus, Web of Science, Google Scholar and other sources) to assess the impact of their research outputs. We also provide an executive reporting service to research leaders for research groups, upon request. We customise the executive reporting service to meet the needs of researchers in different disciplines.

In 2011, we produced two executive reports:
- a high h-index on QUT researchers for the Deputy Vice-Chancellor (Research and Commercialisation)
- a detailed report assessing the internationalisation and interdisciplinary nature of the Institute of Health and Biomedical Innovation’s (IHBI) research was developed for the Executive Director of IHBI for input to the institute review.

Library research skills workshops and seminars

Our Research Support Seminar Series gained momentum in 2011 with almost 32 per cent of QUT researchers attending one of our research support activities, exceeding our Key Performance Indicator (KPI) of 20 per cent. The 2011 attendance of 1400 represents a significant increase on attendees with 529 in 2010 and 255 in 2009. The most popular of our generic Library research support workshop in 2011 was the new ‘Managing Research Data’ with a total of 202 researchers attending the sessions.

1400 attendees at Library research workshops and seminars

‘I am about to start my study. I got a lot of tips to help me manage the data.’
[Research student]

‘Definitely useful for my ethics application and for managing my research data.’
[Researcher]
Our Liaison Librarians attended research support presentations as observers in Semester 1 and are now the primary presenter in each session type. The following Library research session topics are now available:

- Library Research Support Overview
- Managing Research Data
- Open Access Publishing
- Getting Published
- Technologies for Collaboration
- Tracking Research Impact
- QUT ePrints
- EndNote Essentials
- IFN001: AIRS and IFN001: AIRS for supervisors.

Researchers can access our training resources via the TILS Research Support Resources wiki [www.tils.qut.edu.au/initiatives/researchsupport](http://www.tils.qut.edu.au/initiatives/researchsupport). In addition to the wiki, the Division also produces an enewsletter (TILS Research Support News) [www.tils.qut.edu.au/reportpubs/enews](http://www.tils.qut.edu.au/reportpubs/enews) which is circulated twice a year to researchers.

**Document delivery**

The BONUS+ service has experienced significant demand since it was implemented at QUT in August 2010. The service provides all students, as well as staff, with free access to six million print resources held at participating libraries [bonus.newcastle.edu.au](http://bonus.newcastle.edu.au). In 2011, we borrowed 3396 items from member libraries (compared with 1585 in 2010).

In contrast, demand for our document delivery service (available only to staff and postgraduate students) has declined. The decline is in part due to the availability of the BONUS+ service, as well as the expanding range of ebooks and electronic journal databases. In 2011, 7704 document delivery items were received from other libraries (excluding the BONUS+ service), representing a 23 per cent decrease since 2010.

We have released a tender for an automated document delivery system, which will be implemented in Quarter 2, 2012. The new system will make it easier for staff and students to monitor the status of their document delivery requests, as well as streamlining our work processes.

‘BONUS+ is absolutely fantastic. I haven’t been this enthused about book borrowing since I discovered (back in the 90s) that my local library could organise a loan from the NLA. I greatly appreciate the organisation this process must require...’

[Student]

**3396 BONUS+ books borrowed by QUT staff and students**
People, culture and sustainability

Budget

LRA Allocations 2011 Total $10,267,000

Operating Budget

In 2011, our salaries budget was $10,444,194 and final expenditure at the close of the year was 101.75 per cent of this budget. General operational expenses budgets totalled $852,545 and were 80 per cent expended at the end of the year. Overall our total expenditure at the close of the year was 100.26 per cent of the budget target. With the addition of retained funds transferred during 2011, the overall surplus for the 2011 financial year was $45,501.

Community engagement

In late 2010, we drafted a Community Engagement and Widening Participation Strategy with the aim of better contributing to QUT’s focus on community engagement and the Widening Participation program. As a part of this whole of library approach to widening participation and engagement, we conducted a range of activities throughout 2011.

We signed an internal Memorandum of Understanding (MOU) with QUT Equity Services for $100,000 in 2011 and an additional $100,000 for 2012–14. This will enable us to support QUT’s widening participation activities, and we will contribute activities that aim to build aspiration, improve and build ‘situated capability’ and increase academic readiness and competency. QUT Equity Services is liaising with schools to broker the provision of a range of widening participation activities and our staff accompanied them on visits to various primary and high schools in the Northern Corridor catchment area.

To help members of the wider community find out about our services and resources, we redeveloped our web presence for community facing library services.

We conducted a range of workshops and tours both on and off campus for schools and community members. In 2011, some of these programs included:

CABOOLTURE

‘The Nursing Resuscitation Workshop that you initiated and ran for our students was a real support for their learning and academic writing skills. The students that attended really thought that it was great. It is refreshing to work in a team that helps and supports each other and has a real student focus’. [QUT staff member]
• Our staff conducted a series of workshops called ‘Academic Skills and Scholarship for Nurses’. These addressed academic preparedness for potential students of the Bachelor of Nursing course. The program was aimed at pre and post-registration nursing staff within the region of Caboolture, Redcliffe and Kilcoy.

• A hands-on research skills workshop to QUTeach Redcliffe Senior High School students who are completing a QUT unit, EDB002 Teaching and Learning Studies 2: Development and Learning.

• A day-long research and academic skills program for high achieving Grade 8 and 9 students from Caboolture State High School.

GARDENS POINT

Our staff at the Caboolture and Gardens Point libraries conducted sessions for high school students as part of the University Experience Days, which are part of QUT’s widening participation strategy.

KELVIN GROVE

• Library tour for students from St Michaels College.

• We continued the agreement with the Queensland Academy of Creative Industries (QACI) to provide student access to Kelvin Grove Library and its collections and to support the development of QACI students’ knowledge and skills to use scholarly information.

• Loans by QACI students doubled in 2011 compared to 2010. The Academy reported that students have especially benefitted from access to our resources in researching their long essay topic for the International Baccalaureate.

• Our staff provided tours and workshops for QACI students, including orientation sessions for all commencing Year 10 QACI students. We also provided specific information literacy sessions for film and visual arts students. As part of QACI’s Research Week, students attended our research workshops.

LAW

• Library tours for students from the following schools: Jimboomba State High School, Unity College Caloundra, Faith Lutheran College, Moreton Bay and Moranbah State High School.

• Library tours for students from Southbank Institute of TAFE’s Indigenous People’s Unit. These students are aiming to gain entry to the QUT Bachelor of Justice program.

• Our Law Library staff also worked with the Faculty of Law and the Oodgeroo Unit staff to prepare content for the Pre-Law bridging program.

FACULTY OF LAW AusAID PROJECT

In September 2011, Law Liaison Librarian Michael Unwin spent one week in Bhutan as part of a Law Faculty AusAid project to provide capacity building support for the Attorney General’s Office. One of the needs identified during Michael’s visit was for assistance with the establishment of a physical and online library service for their new premises (due for completion in early 2013). Michael will return to Bhutan in 2012 to continue work on a library management system and legal documents repository.

CONFUCIUS INSTITUTE

Our Kelvin Grove library hosted the Confucius Centre Exhibition, 16 to 30 September. The exhibition of photographs depicted significant events in Chinese history and Chinese culture. Business Coordinator of
QUT Library Annual Report 2011  |  www.library.qut.edu.au

Information management

In collaboration with other areas in the Division of Technology, Information and Learning Support, we contributed to university-wide information management support. These contributions include:

- hosting two Info Solutions Forums. The forums provide short presentation snapshots about information management projects and initiatives that are underway across different areas.
- developing guidelines for individual use of Cloud services and an Enterprise System Checklist for External Hosting of IT Services to standardise QUT’s approach to utilising externally hosted services.
- consulting on the development of standardised collaborative sites that endeavour to embed best practice within SharePoint. This involved assisting with creating new sites and helping to redevelop existing spaces and facilitation of the QUT SharePoint User Community.
- drafting the QUT Intranet Strategy for implementation in 2012. This document sets out objectives, principles and structures to work towards a shared resource for staff, students and external partners that delivers personalised and dynamic information and communications, collaboration and activity tools to improve productivity and achieve QUT’s business objectives.

Continuous improvement

Since 2009, we have undertaken a number of service reviews to ensure there is continuous improvement of services.

LIAISON SERVICE REVIEW

In 2011, we undertook a review of our Faculty Liaison Service, including benchmarking with other universities and consultation with key Library and faculty staff. The review made recommendations on how we can support the university’s aspirations and anticipate the future needs of QUT in relation to both teaching and learning, and research support. As a result of the review we have clarified the role of our Liaison Librarians, established priorities for the service and identified how success will be measured.

We have realigned our Library Faculty Liaison Teams with QUT faculties. In Quarter 1, 2012 each of the teams will develop Library Faculty Plans to achieve greater alignment with faculty priorities and provide consistency across teams.
IFN001: AIRS

Our IFN001: AIRS (Advanced Information Retrieval Skills) course introduces Higher Degree Research students and QUT staff to the concepts of information identification, retrieval, current awareness and management with an emphasis throughout on the changing information environment.

Our 2010 and 2011 AIRS Annual Service Assessments recommended a service review that would encompass the following aspects: Assessment and grading, Curriculum/content, Administration and student management and Maintenance and Renewal. The review was undertaken by Jennifer Warburton (Research Consultant: Melbourne School of Graduate Research, University of Melbourne). In conducting her review Ms Warburton consulted with the Student Research Centre, Library staff and students currently enrolled in IFN001. The review recommendations will be implemented in 2012.

VIRTUAL REFERENCE

In 2011, we reviewed our Virtual Reference service, as it has been operating now for over 10 years. Our service operates from the Gardens Point branch as a ‘stand-alone’ service to answer queries that are submitted by staff and students electronically, either via chat or email. We staff the service with Library Advisers, who are employed specifically for that work.

The review made a number of recommendations that we will implement in 2012:

• implement a revised staffing model, with staff to be rostered to both the Virtual Reference service and the Learning and Research Desk. This practice will ensure that our staff have further opportunities for skill development.

• set the target for providing responses to within 24 hours.

• provide staff that are based at locations other than Gardens Point with the option and support to work from their own campus.

• increase the visibility of our AskQUT FAQs by using a widget to display the top five answers on our home page.

LIBRARY RESOURCE SERVICES

We reviewed and restructured our Library Resource Services (LRS) in 2011 in response to changing priorities, the changing nature of the work and workloads, staff turnover and required expertise. The review identified a number of recommendations primarily related to the organisational structure and positions within the section.

Our priorities have changed from print to online resources and there is an increasing need for us to manage QUT’s own intellectual property resources and research support services. The nature of the work and workflows are also changing as the number of physical items we purchase continues to decrease and the number of online resources continues to increase. The range and size of our digital repository collections will also continue to increase in the future. Our workloads and required expertise will therefore continue to change.

In 2011, we had the opportunity to outsource some activities to library supply vendors in order to free more of our staff time to work on repository collections and other emerging priorities.

We conducted a tender process for the supply of selected serials (for the 2012 contract year) and EBSCO Information Services was selected for a period of one-year, with the option of two additional one year expansions. We successfully migrated our print subscriptions and various selected online subscriptions to EBSCO. Approximately $600,000 in selected serials is covered by the arrangement with EBSCO.

We also implemented a trial of vendor provided cataloguing services with the book supplier James Bennett. Benefits include a cost competitive service and faster delivery of materials to the shelves, as well as greater staff capacity to support repository services including ePrints and digital. There will be a detailed assessment of the trial prior to implementation in 2012.
LIBRARY WEB PLAN

Endorsed in 2010, our Library Web Plan articulates a strategy to ensure that our service delivery meets the changing needs of staff and students, as well as harnessing the emerging technologies that are available in the web environment to facilitate more efficient access to information.

Our key achievements in 2011 include:

- improvements to web governance and planning.
- implementation of web 2.0 through new engagement tools, including the release of a library wide blog (AdLib) and a Caboolture blog in Semester 2.
- development of a mobile strategy. The strategy has been informed by user experience research and will be released in 2012.
- embedding additional discovery tools, Google Books links and scholarly article recommendations.

Library workforce

STAFF DEVELOPMENT

During 2010 our staff development program was reviewed and the findings highlighted that the program is generally quite effective and wide-reaching. A number of strategies for improvement were identified from this review and these were implemented during 2011. Key improvements relate to documentation and reporting, and communication with staff.

A major focus for our staff development program was in the areas of supervision, management and leadership skills. These development events and activities included our supervisors undertaking the QUT Leadership Survey, Leadership Styles Inventory Profile and/or the Quality Leadership Profile. Additionally, a number of external programs including the Aurora Leadership Institute, the Australian Human Resources Institute (AHRI) Leadership Conference and Association for Tertiary Education Management (ATEM) Leadership courses were attended by some of our supervisors. We established a Supervisor’s Network Forum to provide opportunities for members to openly and actively discuss common issues or initiatives, share ideas and exchange information.

A wide variety of conferences were also attended by our staff, with 17 staff members having papers or presentations accepted for these events.

STAFF OPINION SURVEY

A university-wide Staff Opinion Survey was conducted during 2011, and more than 125 Library staff responded to the survey. Overall, we achieved positive results, with the areas of work resources, supportive environment, operational awareness, QUT satisfaction and work area teamwork scoring very highly. However, our staff identified some areas of improvement in relation to operational efficiency, workload, decision-making and change.

In response to the survey outcomes, we have developed and are implementing an action plan. The strategies within our action plan will continue to be implemented during 2012 thereby ensuring that we respond to the feedback staff provided in the survey. The continued implementation of our Library 2012–2013 Workforce Plan will also aim to address some of the issues that emerged from the outcomes of the survey.
WORKFORCE PLANNING

Since 2007, we have been actively involved in workforce planning to ensure that we are strategically positioned for a successful future and one which meets the needs of QUT’s staff and students.

Our second Library Workforce Plan was finalised in 2011. The plan was developed through wide consultation with staff about our future staffing requirements and staffing issues. The second Library Workforce Plan identifies strategies for QUT Library through to the end of 2013.

During 2011, we implemented a number of initiatives from the plan, including:

• reviewing our Liaison and Virtual Reference services and strategies to improve services
• reviewing and updating (without loss of staff) our organisational structures in Library Resource Services (LRS) and Library eServices to reflect the changing needs of our business
• providing cross-training of Collection Access staff in order to provide assistance with peak loads in LRS.

DIVISIONAL CHANGE MANAGEMENT PROCESSES

Late in 2011, a reorganisation of selected management and administrative functions and other positions within TILS (which includes QUT Library) occurred. The nature of our work is undergoing constant change. The shift away from predominantly print-based collections and associated services to electronic collections and services requires a change in the number, levels and skill sets of our staff. There were three Library positions that were made redundant as part of this reorganisation – Library Project Officer, Library Collections Officer and Collection Access Team Leader. We identified these positions largely as a result of the transition away from print to electronic and the need for us to find further efficiencies so that we can continue to meet the needs of academic staff and students within a contracting budget.

Awards

The Vice-Chancellor’s Performance Awards and Vice-Chancellor’s Awards for Excellence 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 QUT vision and goals. In 2011, the achievements of the following Library staff were recognised.
2011 VICE-CHANCELLOR’S PERFORMANCE AWARDS

Individual awards
- Alexandria McClintock (Liaison Librarian, Law)
- Elizabeth Alvey (Academic Skills Adviser, KG)
- Joe Stewart (Library eServices Developer)
- Martina McFarlane (Library Adviser, Caboolture)
- Stephanie Bradbury (Research Support Librarian)
- Sue Collins (Liaison Librarian, Gardens Point)

Team awards
- Library Resource Services Creative Industries/Finance Team (including Marina Griffith and Natalie Matthews)
- QUT Data Capture Program Team (including Craig Milne and Stephanie Bradbury)

2011 VICE-CHANCELLOR’S AWARDS FOR EXCELLENCE

Senior Staff Individual Award – for Leadership
Vicki McDonald (Associate Director, Client Services and Learning Support)

Team Awards: Research and Client Focus
Excellence in Research Australia (ERA) Team includes Daniel Timmermans (Monographs Assistant), Nicholas Sheppard (Digital Repository Developer), Mark Gregson, (Digital Repository Team Leader), Janet Baker (Liaison Librarian, Gardens Point), Paula Callan (eResearch Access Coordinator), and Stephen Woods (Serials Assistant).

LIBRARY AWARDS
The Library’s internal Reward and Recognition Award winners for 2011 were:
- Making a Difference Award
  Martina McFarlane (Library Advisor, Caboolture)
- Giraffe Award for Initiative and Innovation
  Garry Johnston
  (Collection Access Supervisor, Kelvin Grove)
- Quiet Achiever Award
  Chris Hollamby
  (Collection Access Assistant, Gardens Point)
- Jan Novak Award for Outstanding Client Service
  Caboolture Library Team: Martina McFarlane, Michelle Ward, Jacqui Cooper, Tanya Harden, Karin Medew and Janet Sauvage
Appendix 1: 2011 Library Leadership Team

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Library Services</td>
<td>Judy Stokker</td>
</tr>
<tr>
<td>Associate Director (Client Services and Learning Support)</td>
<td>Vicki McDonald</td>
</tr>
<tr>
<td>Associate Director (Information Resources and Research Support)</td>
<td>Martin Borchert</td>
</tr>
<tr>
<td>Workforce and Infrastructure Manager</td>
<td>Leanne Levinge</td>
</tr>
<tr>
<td>Library eServices Manager</td>
<td>Caroline Gauld</td>
</tr>
<tr>
<td>Library Resource Services Manager</td>
<td>Colleen Cleary</td>
</tr>
<tr>
<td>Caboolture Library Manager</td>
<td>Michael Whiteway (Acting)</td>
</tr>
<tr>
<td>Branch Library Manager (Gardens Point)</td>
<td>Helen Hobbs</td>
</tr>
<tr>
<td>Branch Library Manager (Kelvin Grove)</td>
<td>Richard Dearden</td>
</tr>
<tr>
<td>Law Library Manager</td>
<td>Cathy Crawford</td>
</tr>
<tr>
<td>Quality and Planning Manager</td>
<td>Joanna Logan</td>
</tr>
</tbody>
</table>

Front L-R: Leanne Levinge, Judy Stokker, Cathy Crawford, Richard Dearden
Back L-R: Colleen Cleary, Martin Borchert, Helen Hobbs, Carol Gauld, Vicki McDonald, Michael Whiteway
Appendix 2: Staff publications and presentations


McDonald, V. (2011) Get the edge – a learning support program that enables students to succeed and exceed! Presented at the Medical Librarians Conference, Linkoping, Sweden.


Appendix 3: Committee memberships

**Martin Borchert**
- Convenor of the Queensland University Libraries Office of Cooperation (QULOC) Research Support Working Party
- Member of the Council of Australian Universities Directors of Information Technology (CAUDIT) eResearch Standing Committee
- Member of the Closed Locks of Copies Keeps Stuff Safe (CLOCKSS) Advisory Council

**Saime Bruhn**
- Member, QUT SharePoint User Community

**Paula Callan**
- Member, QULOC Research Support Committee

**Nicole Clark**
- Member, QULOC Access Services and Spaces Working Party

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

**Richard Dearden**
- Member, QULOC Health Libraries Reference Group
- Member, Australian Library and Information Association (ALIA) Queensland Group

**Kate Derrington**
- Member, QUT Peer Mentoring Steering Committee

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

**Caroline Gauld**
- Member, QUT Infrastructure Group
- Member, QUT ID Steering Committee
- Member, QUT IT Change Advisory Board
- Treasurer, ALIA Queensland Group

**Margrethe Gould**
- Member, QUT SAMS Change Leadership Group
- Secretary, Australasian Innovative Users Group (AIUG) Committee

**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, QUT SharePoint User Community

**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 Academic and Research Libraries
- Convenor, ALIA Queensland Group
- Chair, QUT Business School/International Student Services Language and Learning Adviser Steering Committee
- Member, QUT Student Experience Management Committee

**Karin Medew**
- Member, QUT 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, QUT First Year Experience and Retention Committee
• Member, QUT First Year Coordinators Experience Network
• Member, QUT Peer Programs Steering Committee
• Member, QUT Orientation Organising Committee
• Member, QULOC Learning and Information Services Working Party
• Member, QUT Business School/International Student Services Language and Learning Adviser Steering Committee

Natalie Ryan
• Chair, QUT Information Management Community of Practice
• Deputy Chair, QUT Information Management Advisory Group
• Member, QUT Intranet Leadership Forum

Cathy Slaven
• Member, QULOC ICT Working Party

Barry Stark
• Member, QUT Indigenous Employment Reference Group
• 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, QULOC
• Chair, QUT Information Management Advisory Group
• Faculty member, CAUDIT Leadership Institute

Carla Tessier
• Chair, QUT SharePoint User Community

Maria Thompson
• Member, QULOC Business and Economics Librarians Practitioner Group

Kurt Vollmerhause
• Member (Queensland Representative), AIUG Committee

Deb Warren
• Member, QUT Discrimination Contact Officer Network
• Member, QUT SharePoint User Community
### Appendix 4: Visitors to QUT Library

<table>
<thead>
<tr>
<th>Name</th>
<th>Purpose of visit/area of interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Department, Faculty of Nursing and Medical Technology,</td>
<td>AUSAid Library Training Program.</td>
</tr>
<tr>
<td>University of Medicine &amp; Pharmacy, Ho Chi Minh City, Vietnam (Thao</td>
<td></td>
</tr>
<tr>
<td>Le Thi Thu and Hoa Ly Thi Phuong).</td>
<td></td>
</tr>
<tr>
<td>Student, Vietnam (Chau Song Nguyen).</td>
<td>AUSAid Leadership Development Program.</td>
</tr>
<tr>
<td>Facilities Manager, University of Melbourne (Andrew McAlinden).</td>
<td>Library tour and discussion of library design.</td>
</tr>
<tr>
<td>Liaison &amp; Information Services Librarians, Student Experience Team,</td>
<td>Overview of QUT Library’s Learning and Study Support services.</td>
</tr>
<tr>
<td>Universal College of Learning Polytechnic, New Zealand (Sharon</td>
<td></td>
</tr>
<tr>
<td>Ritchie, Dianne McConnell).</td>
<td></td>
</tr>
<tr>
<td>33 delegates from the Public Library Design Forum, State Library</td>
<td>Tour of the Kelvin Grove Library.</td>
</tr>
<tr>
<td>of Queensland.</td>
<td></td>
</tr>
<tr>
<td>Attendees at the QULOC University Librarians Forum.</td>
<td>Tour of the Kelvin Grove Library.</td>
</tr>
<tr>
<td>Senior Librarian, Kuala Terengganu, Malaysia (Fatimah Salim).</td>
<td>Five day staff exchange under a Memorandum of Understanding between QUT International and UMT</td>
</tr>
<tr>
<td>University of the Sunshine Coast (Sandia Jeffries).</td>
<td>(Universiti Malaysia Terengganu), Malaysia.</td>
</tr>
<tr>
<td>Team Leader and six other Library staff, University of Sydney</td>
<td>Shelving practices and Collection Access facilities to inform the University of Sydney Library</td>
</tr>
<tr>
<td>Library.</td>
<td>refurbishment.</td>
</tr>
<tr>
<td>Director, Information Services, University of the Sunshine Coast</td>
<td>Research support.</td>
</tr>
<tr>
<td>(Sandra Jeffries).</td>
<td></td>
</tr>
<tr>
<td>University Librarian, Victoria University of Wellington, New Zealand</td>
<td>Research support.</td>
</tr>
<tr>
<td>(Sue Roberts).</td>
<td></td>
</tr>
<tr>
<td>Data Librarian and Manager, Monash eResearch Centre, Monash</td>
<td>Research support and data management.</td>
</tr>
<tr>
<td>University (Sam Searle and Anthony Belz).</td>
<td></td>
</tr>
<tr>
<td>Learning Services Librarian, University of Auckland New Zealand</td>
<td>Learning and study support services.</td>
</tr>
<tr>
<td>(Nada Zdravkovic).</td>
<td></td>
</tr>
<tr>
<td>Program Director, MA Digital Technologies, Communications and</td>
<td>Learning and study support services.</td>
</tr>
<tr>
<td>Education, School of Education, University of Manchester, UK (Drew</td>
<td></td>
</tr>
<tr>
<td>Whitworth).</td>
<td></td>
</tr>
<tr>
<td>Learning and Research Services Manager La Trobe University Library</td>
<td>Models of service related to desks, liaison and study support.</td>
</tr>
<tr>
<td>(Fiona Salisbury).</td>
<td></td>
</tr>
</tbody>
</table>
LIBRARY

Queensland University of Technology
GPO Box 2434
Brisbane QLD 4001

Gardens Point Library
Level 3, V Block
2 George Street, Brisbane

Kelvin Grove Library
Level 2, R Block
Victoria Park Road, Kelvin Grove

Caboolture Library
L Block
Manley and Tallon Streets, Caboolture

Law Library
Level 5, C Block
2 George Street, Brisbane

www.library.qut.edu.au

CRICOS No. 00213J