



QUT Library Annual Report 2013

LIBRARY



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

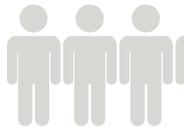
2013 QUT Library Achievements

IN PERSON VISITORS **over** **2 290 000**



face-to-face and virtual enquiries **1 22 124**

32 764 ATTENDEES @ library tours and workshops

INDIVIDUAL STUDENT CONSULTATIONS/ APPOINTMENTS **2812**

2436 attendees @ library research seminars and workshops



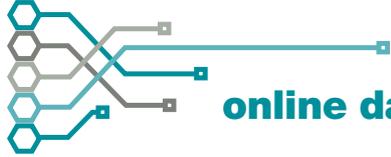
research consultations **1 110**



90 388 online videos
122 648 ejournals
453 069 ebooks available



346 online databases



464 900 physical items

1. Information resources

1.1 EBOOKS AND BOOKS

The QUT Library's collection of ebooks has grown substantially and in 2013, for the first time, the number of ebook titles (453 069) exceeded the number of print book titles (352 484) in the collection. Total borrowing from the print collection continues to decrease, with a six per cent decrease in loans (403 471) in 2013 compared to 2012 (429 429). The use of ebooks decreased very slightly by one per cent with 1 859 697 uses in 2013 compared to 1 877 723 in 2012.

In 2013, the library worked with book supplier James Bennett to develop the e-Preferred Profile Standing Orders system by which newly published ebooks and print books are matched against QUT's subject profiles and are automatically supplied, substantially increasing QUT's ebook collection in particular.

Service target (75 per cent) achieved – 83 per cent satisfaction with the library's information resources.

Service target achieved – 95 per cent of the library's eresources were available at any one time.

1.2 ONLINE VIDEO

The library's collection of online video has grown substantially with the availability of lynda.com, Kanopy, Alexander Street Press, Video Education Australia and Marcom titles. In 2013, 90 388 titles were available to QUT students and staff. In response to survey feedback, library users can now limit searches to video format or ebook when using the library's search box.

1.3 COURSE MATERIALS DATABASE (CMD)

The Course Materials Database provides students with online access to unit readings and selected past exam papers. The Course Materials Database Redevelopment Project was undertaken in 2013 and delivered enhanced copyright compliance, improved reactivation of unit readings, and provision of sound recordings and videos. Feedback on the service has been very positive.

1.4 OPEN EDUCATIONAL RESOURCES

In 2013, the library developed a strategy for inclusion of open educational resources (OERs) through the library's discovery platforms to improve access for staff and students.

2. Research and innovation

The QUT Library continued to expand its research support services in 2013.

2.1 QUT DIGITAL REPOSITORIES

2.1.1 QUT EPRINTS CLIMBS THE WEBOMETRICS REPOSITORY RANKINGS



QUT ePrints <http://eprints.qut.edu.au> is a repository of scholarly publications and other research outputs produced by QUT staff and postgraduate students.

The contents of the repository can be accessed via the QUT ePrints website and via search engines such as Google. This promotes the university's research to a global audience. In 2013, QUT ePrints reached 10 million downloads (in June 2013) and was ranked by the [Webometrics Ranking Web of Repositories](#) as the number one repository in Australia and number nine in the world. The number of full-text works in QUT ePrints continues to grow, and by the end of 2013, there were 27 734 full-text works (compared to 23 759 in the same period in 2012). In 2013, the QUT Library, Information Technology Services (ITS) and the Research Students Centre implemented a new eform that facilitates the online deposit of a finalised thesis by a higher degree research (HDR) student via QUT ePrints.

Service target achieved — 95 per cent of new submissions were accessible via QUT ePrints within five working days.

2.1.2 QUT MEDIA WAREHOUSE (A RICH MEDIA REPOSITORY)

The [QUT Media Warehouse](#) repository was developed by eLearning Services with assistance from QUT Library and was launched in 2013. It is a rich media repository housing reusable multimedia materials that support learning, teaching and research across QUT.

2.1.3 QUT RESEARCH DATA FINDER

The Australian and National Data Service (ANDS) funded

a project to implement [QUT Research Data Finder](#) and the system was made available in April 2013. QUT Research Data Finder is QUT's new institutional repository of research datasets produced by QUT researchers and HDR students. Designed to promote the visibility of QUT research datasets, QUT Research Data Finder provides descriptions about shareable, reusable datasets available via open or mediated access. Datasets available in QUT Research Data Finder are also made available via the national data registry [Research Data Australia](#), and will soon be available via the [Thomson Reuters Data Citation Index](#), attracting formal citations similar to Web of Science.

2.1.4 QUT SOFTWARE AND CODE FINDER



The [QUT Software and Code Finder](#) registry was launched in December 2013, and provides a registry of software and code developed by QUT researchers and HDR students as a product

of their research. The registry was designed to aid the discovery and visibility of QUT research outputs and encourage sharing and re-use of code and software throughout the research community.

2.1.5 QUT DIGITAL COLLECTIONS

Also launched in 2013 was the [QUT Digital Collections](#) repository service, which, over time, will bring a number of QUT collections into one space. Available now are the [Cilento Gift Scripts](#), [Asia-Pacific Images](#) and the [Sugar Industry Collection](#).

2.1.6 OTHER RESEARCH DATA MANAGEMENT ACTIVITIES

- QUT Library worked with ANDS to finalise the Gold Standard Record Exemplars Project, which has developed best practice dataset description and discoverability.
- The library partnered with [qutbluebox](#), Institute of Health and Biomedical Innovation (IHBI) and Institute for Future Environments (IFE) to evaluate

Research Data Finder is your key to locating data generated by QUT researchers.

[Read more](#)

People & Groups [3]

Activities

Data Collections

Software & Equipment

and pilot an electronic laboratory notebook product. A six-month trial of the IDBS E-WorkBook electronic laboratory notebook commenced in late 2013. Recommendations from the project will be used to develop a new service model.

- The library worked with ITS towards the development of a 'joined-up' data management service. Options for data storage were explored, including the implementation of Queensland Cyber Infrastructure Foundation (QCIF) QCLOUD infrastructure and services into QUT.
- The library and ITS worked with researchers to identify datasets of national significance to be made openly available and shared via QCLOUD infrastructure.
- Demand for the External Research Datasets service is growing, with 112 requests for external research datasets satisfied in 2013, compared to 71 in the same period in 2012. Library staff have produced a number of online guides that provide information about data centric research and selected commercial open access data resources, including:
 - [Data mining: discovering patterns in large data sets to gain enterprise knowledge](#)
 - [Datasets for research in social science](#)

2.2 RESEARCH SKILLS SEMINARS AND WORKSHOPS

The library's [Research support skills](#) sessions provide researchers with skills to support them in managing research data, issues to consider when submitting manuscripts, using technologies for collaboration, promoting research using social media, tracking research impact, and more.

The Research Support Seminar Series became even more popular with researchers, support staff and HDR students in 2013 with a 14 per cent increase in overall attendance (2436) compared to 2012 (2130). The range of seminars and workshops also expanded in 2013 to include the following:

- Research Strategies for Effective Time Management
- Focus on Philanthropic Funding Opportunities
- Promoting Research Using Social Media
- Tracking Research Impact sessions for National Health and Medical Research Council (NHMRC) and Australian Research Council (ARC) grant applicants
- A range of copyright training events.

The research seminars and workshops continue to be well received:

'Great seminar on seeking philanthropic funding this morning — proud to be a part of it! Thks.'

'The Research citation and impact presentation was very useful to update my profile.'

Service target (50 per cent) achieved — attendances at QUT Library research support events equalled 54 per cent of the researcher and higher degree research (HDR) student population.

IFN001 Advanced Information Research Skills also completed its first year using the new course content, website and hybrid of face-to-face and online delivery modes. A total of 531 completions were achieved from 561 enrolments (95 per cent).

The library's research support consultations service continues to be in strong demand with 1110 individual consultations with QUT researchers, a 44 per cent increase compared to 2012 (768).

2.3 SCHOLARLY PUBLISHING SUPPORT



QUT Library supports gold open access by assisting researchers with payment of article processing charges (APCs). In 2013, the library funded 119 articles to be published in open access journals, representing an increase since 2012, when the library funded 81 articles. More than \$200 000 in article processing charges were funded by the Library Resource Allocation.

The 2nd Open Access and Research Conference (OAR) was held at QUT Gardens Point campus on 30 October–1 November 2013. The conference steering committee was chaired by Judy Stokker, Director, Library Services.

The library hosted two events to celebrate International Open Access Week on 25 October: Research Grants and Open Access: Implications of Recent Policy Developments; and Open Access, Impact and Research Communication.

2.4 TRACKING RESEARCH IMPACT

Researchers are increasingly required to provide evidence of the impact their research publications (and other research outputs) have made. Citation counts are one measure of research impact. In 2013, QUT Library staff worked on a number of tracking research impact reports for IHBI, IFE and Translational Research Institute (TRI) to assist with enhancing the university's research profile. Country collaboration reports were produced for the Executive Director, Institute of Future Environments, providing information on QUT researchers who have collaborated with researchers based in China, India, Japan, Korea, Vietnam and Indonesia.

3. Learning and study support

In 2013, QUT Library produced a new semester-based report for each of the Assistant Deans (Teaching and Learning) that documents student access and use of the library's Study Solutions and Academic Skills Adviser (ASA) learning support services for students. The reports also include observations and comment on future opportunities for collaboration between library staff and the faculties.

3.1 ONE-TO-ONE ASSISTANCE



QUT Library provides support for information literacy and academic skills development through formal and informal and personalised learning assistance. Library learning support for students at QUT was expanded with the commencement of six new academic skills advisers (ASAs) in January 2013, funded from the student services and amenities fee (SSAF). The library's ASA service provides intensive support for students who are experiencing significant academic challenges. ASAs provide access to time-critical learning support and immediate access to specialist academic literacy and general study support for at-risk and high-needs students. Students' use of the ASA specialist consultation service increased from 432 consultations in 2012 to 1174 consultations in 2013.

The library's Study Solutions service provides students with the opportunity to book individual study support appointments. Students are offered one-to-one 25-minute appointments, which they book through an online booking system. The cross-campus service expanded by 27 per cent in 2013 to offer services to students from 9am to 6pm Monday to Friday and after hours from 6pm to 8pm Tuesday to Thursday. Library staff work one-to-one with students on any academic or research issues they face in undertaking their specific assessment or study tasks. Students' use of Study Solutions increased from 658 students in 2012 to 1638 students in 2013, representing a 149 per cent increase in use of the service.

Student comments from the ongoing service evaluations demonstrate the importance of these services to their academic confidence and success. Comments include:

'I have received all my grades back for semester 2 ... and am happy to say that I have passed everything. Thank you for all the help that you have given me this past year. I know I would not have been able to get through it all without our regular meetings and your guidance.'

This service definitely helped me with university. Being a first year student, it made the progress from high school to university more soothing.'

'I have used Study Solutions several times now — best thing of QUT!'

3.2 ENQUIRY SERVICES

From Semester 2, 2012, extended chat hours were offered seven days a week to students both on and off campus to assist with study and research enquiries. The extension of the chat service to after hours and weekends has been popular; in 2013, 30 per cent of all chat sessions (1441) were conducted after 6pm or on weekends. The number of chat sessions in 2013 (4740) increased by 30 per cent compared to 2012 (3633). A feedback survey available after each chat session shows a 93 per cent satisfaction rate with the service in 2013. Comments include:

'Great response. No waiting. Immediate response. Great for me being in a remote location (Mackay).'

'It's great to have this service because I can't always go into uni and the fact that it's available till 9:45 really helps on the basis that uni students are up late doing assignments and having help available around that time is always a great relief.'

The majority of enquiries continue to be received at the Library Helpdesks. In 2013 there were 116384 enquiries compared to 131984 in 2012.

3.3 ASKQUT



AskQUT is a university-wide service that provides staff and students with answers to their questions about QUT via an email enquiry service and a frequently asked questions (FAQ) database.

In 2013, all FAQs in the AskQUT knowledgebase were reformatted to ensure a consistent look and feel for users, and students are now able to more easily find answers to their questions by searching the FAQ database. There was a 24 per cent increase in the number of FAQ searches in 2013 (485968), compared to the same period in 2012 (390293).

Forward to subject matter expert (SME) customisation was completed and rolled out to AskQUT users in 2013, providing a more comprehensive history of the student's enquiry in a single location in AskQUT.

3.4 WORKSHOPS AND TOURS

The QUT Library offers tours and workshops for students, both general as well as those tailored in consultation with academics for specific cohorts. Library tours and workshops continued to be popular in 2013, with an overall attendance of 32 764 (compared to 31 895 in 2012). Student feedback demonstrates the significant impact on their confidence and success. Comments include:

'It was nice, friendly, and allayed some fears. I have been in constant panic mode and I actually took a breath today and may even look forward to starting now! Thankyou.'

The library hosted a 'Study Skills Expo' for students in 2013. The event connected students with orientation and transition activities across the university.

In late 2013, the library conducted a trial of a new service, MyQUTdraft, which gave students an opportunity to submit a first draft assignment for review and comment. A report with future recommendations is being prepared.

Service target (55 per cent) exceeded – 91 per cent of all faculty coursework engagement resulted in the successful integration of a learning or study support service or resource.

3.5 LIBRARY SCHOOLS PROGRAM



The QUT Library Schools' Program was launched in April 2013. The [Schools' Program website](#) is now a central point for QUT Library information, resources and services for Queensland school students and teachers. The website details the activities and services available, and an online form provides a consistent enquiry point for schools to contact the library about tours and workshops. Free library membership has also been extended to all Year 11 and 12 students in Queensland schools and by the end of 2013, there were 748 school students registered.

The library delivered 50 tours and workshops for schools with a total attendance of 2029 students and teachers.

'Thank you for an inspiring day yesterday. You should have heard the boys talking driving back to school on the bus. ... The library orientation was very useful and the timing good. The students more or less know their way around and most importantly know where to ask for assistance.'

(Teacher)

3.6 COMMUNITY ENGAGEMENT

3.6.1 WIDENING PARTICIPATION



QUT Library conducted an extensive Widening Participation program in 2013 that included: Prepare for Uni workshops in partnership with Moreton Bay Regional Council Libraries; Referencing and Researching workshops for students at Deception Bay and Tullawong State High Schools; and development of a video resource for academic integrity (in progress).

As part of the Widening Participation program, the library also engaged with a wide range of schools and conducted many workshops in the Caboolture region.

QUT Library has partnered with Equity Services on a number of initiatives to support student learning. The library facilitated study skills sessions as part of the START QUT program in January. The library also conducted sessions as part of the ExploreUni days at Gardens Point and Kelvin Grove in February. Feedback from students and Equity Services has been very positive for both events. QUT Library and Equity Services signed a new widening participation memorandum of understanding to be expended on a combination of school and community sessions in the wider Northern Corridor, and the development of two further videos.

QUT Library worked with other school teams across the university to develop suitable visit programs for local schools and special programs such as the Vice-Chancellor's STEM (science, technology, engineering and mathematics) Camp.

A new online registration form for associate and reciprocal borrowers was implemented in 2013, providing a quicker and more efficient registration process.

3.6.2 THE CILENTO GIFT

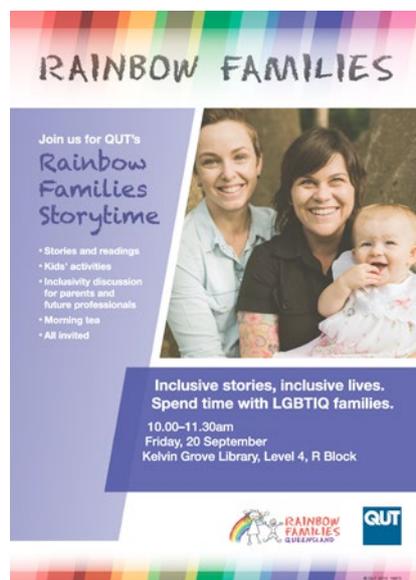
A launch of **The Cilento Gift** was hosted by the Vice-Chancellor on 23 May 2013 in the Kelvin Grove Library to thank Cilento-Shaffer family members for their bequest from Diane Cilento's estate and to acknowledge the connection between QUT's Creative Industries Faculty and the late Diane Cilento.

3.6.3 NATIONAL SIMULTANEOUS STORYTIME



The National Simultaneous Storytime event (NSS) (sponsored by the Australian Library and Information Association) was celebrated in the Kelvin Grove Library on 22 May. The event is an annual campaign designed to encourage young children to read and enjoy books. Caboolture Library staff joined the Early Years Centre and QUT staff and students in a NSS event at the Early Years Centre.

3.6.4 RAINBOW FAMILIES



Kelvin Grove Library joined with Rainbow Families Queensland and QUT's LGBTIQ (lesbian, gay, bisexual, transgender, intersex and queer) community to celebrate Brisbane Pride Month by hosting a Rainbow Families Storytime session in the Curriculum Collection area. Staff, students, children and the local community came together to celebrate the diversity and special

relationships of different types of families. The Faculty of Education contributed to the event's success with School of Early Childhood students volunteering to read the children's stories.

3.6.5 CHILDREN'S BOOK WEEK

The library celebrated Children's Book Week (17-23 August) by holding a competition for QUT students, awarding a \$100 book voucher as the major prize. The theme for 2013 was 'Read across the universe'.

3.6.6 ALUMNI



The number of QUT Library database services available to alumni members was increased from three to 10 in 2013 as the library worked through publisher licensing and cost issues. The library continued to promote services available to alumni members through alumni newsletters and information available at alumni events.

The library also commenced promoting prominent QUT alumni who have items in the library collection. In 2013, the library featured singer-songwriter **Kate Miller-Heidke** and actors **Gyton Grantley** and **Deborah Mailman**.

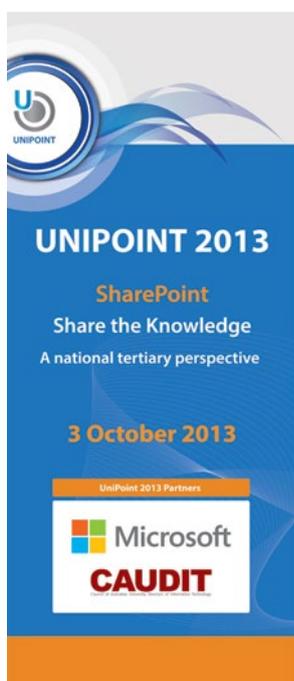
4. People, culture and sustainability

In 2013, Judy Stokker, Director of Library Services, was promoted to the role of Deputy Vice-Chancellor, Technology, Information and Learning Support at QUT.

4.1 INFORMATION MANAGEMENT

The library's Information Management service aims to help the university work more efficiently and effectively by providing advice and guidance to individual areas and during the development of QUT-wide policy and governance. Major achievements for 2013 included:

- Hosting the UniPoint 2013 conference on 2–3 October 2013. The conference was attended by over 50 staff from 12 different universities and provided the opportunity for information and experiences exchange between the delegates.
- Developing a set of managed SharePoint metadata terms for use across QUT to improve SharePoint search results and enable the compilation and presentation of content from across different sites.
- Collaboration with ITS to develop a new branding solution for SharePoint, which will be rolled out in 2014 and will improve the look and feel of QUT SharePoint.
- Facilitation of the Info Solutions Forum to raise awareness of information management projects and initiatives.



4.2 LIBRARY WORKFORCE PLAN

The library continued to progress a number of strategies from the 2012–2013 Library Workforce Plan. In particular, the library developed and implemented a succession plan; continued developing leadership and management capabilities of staff through the Supervisor Network Forum and training opportunities; and reviewed staff structures to ensure delivery of best possible service.

4.3 LIBRARY RESOURCE MANAGEMENT

As part of the profiled standing orders process with James Bennett, the library trialed an e-preferred strategy that will increase the library’s online collection. In 2014, the e-preferred strategy will be implemented as a standard procedure.

The move from print to electronic books and the move to ‘shelf ready’ for print books (books that are delivered directly from the supplier to the branch library) increased processing efficiencies and enabled staff to work on other priorities, including selection and maintenance of electronic products and digital repository work.

The library also completed the Review of Financial Management of the Library Resource Allocation (LRA) in collaboration with Finance and Resource Planning, and Audit and Risk Management Services. The library was found to have good processes overall, with recommendations made for only incremental changes.

4.4 STUDENT AND STAFF FEEDBACK

4.4.1 INSYNC CLIENT SATISFACTION SURVEY



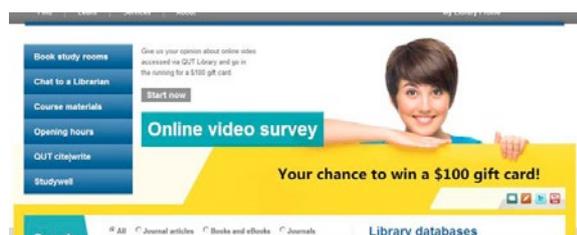
QUT students and staff responded very positively to the 2013 InSync Survey, indicating high levels of satisfaction with library services. The InSync Survey is the library’s major client satisfaction survey and is conducted every three years. The 2013 results show that QUT Library is performing in the top 25 per cent of the 38 other benchmarked libraries in Australia and New Zealand. The overall weighted satisfaction score was 82.5 per cent, an increase of 2.7 per cent compared to the 2010 survey results. QUT Library improved performance against all of the five major categories — Communication, Service Delivery, Facilities and Equipment, Library Staff and Information Resources — compared to the 2010 InSync Survey results.

Students and staff consistently rate the service provided by QUT Library staff very highly in client surveys, and the 2013 InSync Survey was no exception. The highest performing area was that of library staff, which recorded the library’s highest score of 90.7 per cent. The lowest performance score was in the area of Facilities and Equipment (75.9 per cent); however, this was a significant improvement from the 2010 results, which recorded 71.7 per cent. The library has made significant improvements in this area over the past few years, with the upgrades at Gardens Point and Kelvin Grove libraries and the new Caboolture library. Students and staff also provided more than 800 comments about the library, which are currently being reviewed.

4.4.2 USER EXPERIENCE RESEARCH

The new **Library database** web pages were launched in July 2013, and provide a significantly improved experience for students and staff to find and access library databases. The improvements were made in response to user experience feedback from QUT students and staff about the library's online environment.

4.4.3 ONLINE VIDEO SURVEY



The library's survey of online video, conducted 12–25 August 2013, was completed by 260 respondents. The majority of respondents said they access online video frequently for learning and teaching. Results indicated that awareness and findability are key areas for the library to address, as well as more up-to-date and varied content, and improved speed of streaming. The survey results will inform service improvements.

4.4.4 NEW CABOOLTURE LIBRARY

The new Caboolture Library opened on 26 November 2012, and provides a learning and social hub for the Caboolture campus. The library has additional individual study areas, technology-equipped group areas and computers for student use. Caboolture Library's gate count statistics demonstrate that there was a 23 per cent increase in the number of visitors in 2013 (102 443), compared to 2012 (83 219).



4.5 SERVICE REVIEWS

QUT Library is committed to a strategy of continuous improvement and the following service reviews were undertaken in 2013, with the endorsed recommendations to be implemented in 2014:

- Library Curriculum Collections and Services Review
- Off Campus Student Services Review
- Law Library Review
- Subject Guides Review.

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

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