QUT Library
Annual Report 2014

LIBRARY

a university for the real world®

Contents

Welcome

During my first year as Director, Library Services at QUT there were a number of highlights, including our progress with Research Data Management initiatives, the refurbishment of Level 6 at the Gardens Point Library and expansion of our digital and online collections.

Thank you to all of the staff at QUT Library who make our service one of the most well recognised in Australia and leading world's best practice in academic libraries.

Sue Hutley
Director, QUT Library

2014 QUT Library Achievements

IN PERSON VISITORS
over
2 390 000

face-to-face and virtual enquiries **120 978**
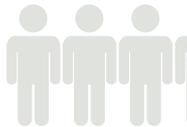
28 643 ATTENDEES
@ **library tours** and **workshops**

INDIVIDUAL STUDENT CONSULTATIONS/ APPOINTMENTS **3643**

3228
attendees @ library research seminars and workshops

research consultations
2214

92 986 online videos
126 094 ejournals
596 577 ebooks available
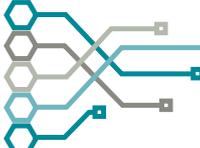
432
online databases

460 000 physical items

1. Library Spaces

1.1 GP Level 6 Refurbishment

During 2014, level 6 of the Gardens Point Library had a minor makeover. The works provided more individual study spaces; additional power; and an upgrade to existing furniture, fittings and equipment. An upgrade of level 5 of Gardens Point Library is planned for 2015.

2. Information Resources

2.1 eBooks and other online resources

QUT Library's digital transformation continues with the ebook collection growing by 32 per cent to 596 577 ebooks from a wide range of publisher sources. QUT Library provides the 3rd largest collection of ebooks and online video of any Australian or New Zealand university library. This has been achieved in a short period of time through strategic investment using Library Resource Allocation (LRA) funds which t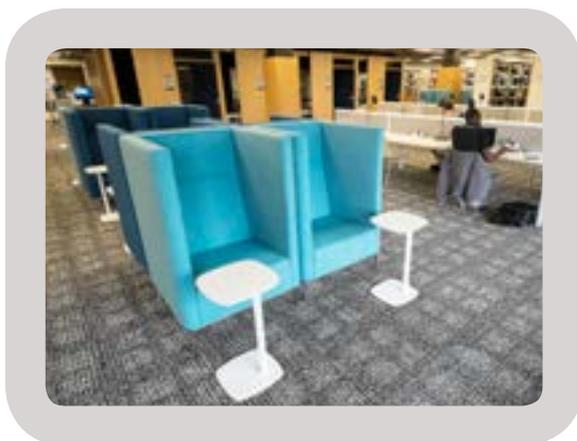otal $13 million (QUT ranked 6th amongst Australian and New Zealand universities). Increasing demand for ebooks, combined with publisher price rises, meant QUT Library spent over $2 million on ebooks in 2014.

There are now 30 per cent more ebook titles held than print books, and usage and return on investment of LRA funds continues to increase as more titles become available in ebook format and as ebooks have become easier to find and use via QUT Library Quick Find search page.

The complete Web of Science citation database backfile (to 1900) was purchased to support researchers. QUT Library purchased $500 000 new subscriptions, primarily to support researchers.

Changes to the Tertiary Music Licence now allow for both downloading and streaming of music. This allows QUT to use the QUT Media Warehouse (QMW) to serve music under this licence. QUT Library and eLearning Services collaborated to make over 1000 off-air recordings available to staff and students via the QMW.

2.2 Open Educational Resources

Access to open education resources has expanded and in 2014, more than 1000 additional open access databases, journal and ebook collections were available via QUT Library's Quick Find search page. In addition, a number of collections of free learning and teaching resources were shared and created under Creative Commons (CC) licences by those who teach in or create content for the higher education communities.

2.3 Print resources

QUT Library continues to manage its remaining print collections of 460 000 items very closely, and employs usage information to deselect unused titles and relocate low usage items to the QUT Library Store, to ensure that use of collection space is maximised. QUT Library acquires new titles according to its epreferred policy, with print generally obtained only where the ebook is not yet published and continues to provide a generous number of multiple copies of textbooks—up to 25 copies, depending on class sizes. In addition to the print and ebook collection, QUT students and staff can access 11 million print book titles via the BONUS+ consortium service.

3. Research and Innovation

3.1 QUT Digital Repositories

3.1.1 QUT EPRINTS

QUT ePrints 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, via search engines such as Google, and services which aggregate digital repository records nationally (e.g. TROVE) and internationally (e.g. BASE). Download statistics illustrate the effectiveness of QUT ePrints as a means of promoting the university's research to a global audience. More than 3.9 million full-text downloads were recorded during 2014 and the cumulative total (since 2005) exceeds 16.2 million. Over 98 per cent of these downloads were from external IP addresses and 75 per cent were from overseas. The Webometrics Ranking Web of Repositories ranked QUT ePrints as the number one institutional repository in Australia and number ten in the world.

The number of fulltext works in QUT ePrints continues to grow and by the end of 2014, 5169 full-text documents had been added to the repository. This was 20 per cent higher than the figure for the previous year. A repository development project has commenced in 2014, and will provide additional functionality and a refreshed website design.

Annual Full-text Download Totals 2010–2014

Year	Total
2010	1 572 544
2011	1 837 370
2012	2 565 164
2013	3 397 271
2014	3 952 439
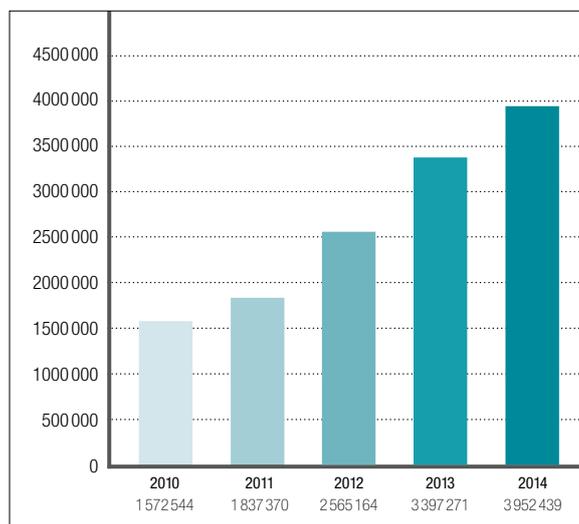
3.1.2 QUT DIGITAL COLLECTIONS

QUT Digital Collections continued to expand in 2014 with the addition of two new online collections. A new online collection space called QUT Stories has been established, with images from the Dr Wilton Wood Russel Love Album. The collection was showcased at the 25 Years of QUT Gala Dinner. The QUT Stories collection will be expanded in the future to include other image collections depicting QUT's history, campuses and people.

Dr Wilton W.R. Love posing for a photo with Chemistry students at the Brisbane College of Technical College (Ann Street), in 1894

http://digitalcollections.qut.edu.au/2061/1/4_Classroom_Students_3_1894_QUT.jpg

The Susan Caulfield-Leclercq Dance Programs Collection, QUT Dance, was launched on 4 November to coincide with the Creative Industries Faculty Dance 14 event. The repository collection features QUT dance programs dating back to 1984. Additional photographs and other media will be added to the collection in 2015.

3.2 QUT Research Data Management

3.2.1 QUT DIGITAL REPOSITORIES

QUT Software Finder joins QUT's growing range of repositories including QUT ePrints (publications), Research Data Finder (research data) and QUT Media Warehouse (creative works and learning content). The digital repositories make QUT outputs available and sharable online. QUT Software Finder has been developed in response to researchers' need for a metadata repository describing and making available software and code developed by QUT researchers and Higher Degree Research (HDR) students.

Spatial Data Finder (shown below) is a new spatial data collection that has been added to Research Data Finder, and which allows discoverability of, and provides access to, data sets that are spatial in nature. Spatial Data Finder was developed as part of the Australian National Data Service (ANDS) Major Open Data Collections (MODC21) Spatial Datasets project, in collaboration with ANDS, Institute for Future Environments (IFE), Queensland Cyber Infrastructure Foundation (QCIF), Queensland State Government, QUT Library and QUT Information Technology Services (ITS). In late 2014, the number of research datasets (132) indexed in Research Data Finder, Software Finder and Spatial Data Finder was a 140 per cent increase on the number of datasets indexed at the end of 2013 (55).
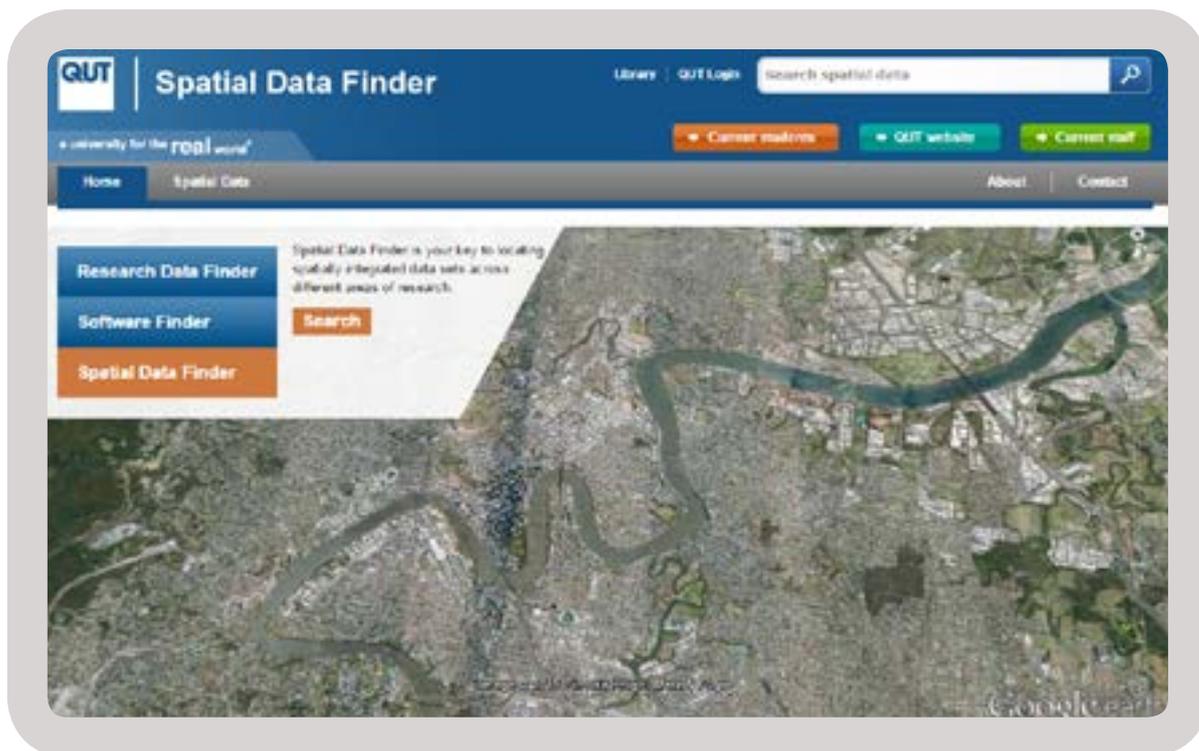
3.2.2 MAJOR OPEN DATA COLLECTIONS PROJECT (MODC21)

In collaboration with IFE, QCIF and ANDS, QUT Library is identifying and providing access to a set of spatially

integrated datasets. This project has linkages to the Queensland Cube Globe project which was developed in partnership between the Queensland Government and IFE as an interactive and cinematic visualisation of showcase content for the G20 Summit event 2014. Spatially integrated data sets for MODC21 have been sourced from Queensland State Government Agencies and QUT researchers. At the end of 2014, 37 datasets had been described and made available for discovery via Special Data Finder.

3.2.3 ONLINE DATA MANAGEMENT TOOL

An online Data Management Plan (DMP) tool (shown below) has been developed and was soft-launched in November 2014. The tool is based on a model created by the Digital Curation Centre based in the United Kingdom. The tool is integrated with the Research Data Finder repository and will assist researchers and HDR students to create a data management plan and seed the repository with metadata. A data management plan is a live document that outlines how researchers will handle their data during their research and after their project is completed. Following further testing, the QUT DMP will be officially implemented and launched in 2015.

3.2.4 ELECTRONIC RESEARCH NOTEBOOK IMPLEMENTATION PROJECT

The Electronic Research Notebook (ERN) Implementation Project is a centrally-funded Library-run project that seeks to implement an ERN system at QUT in 2015. The project is sponsored by qutbluebox and the Deputy Vice-Chancellor (Technology, Information and Learning Support) and has involvement from two QUT research institutes, the Institute of Health and Biomedical Innovation (IHBI) and IFE. The aims of the ERN Implementation Project are to increase research capacity via more efficient research practices and knowledge sharing within and amongst research teams. In 2014, one discipline-specific product for chemistry and biology was trialled by select research teams from IHBI and IFE. A Request for Offer (RFO) was released in 2014, and the RFO process will continue in 2015.

3.2.5 EXTERNAL RESEARCH DATASETS

QUT Library's External Research Dataset Service facilitates access to confidential and secure datasets for QUT staff and eligible research students, including PhD, Masters by Research, and Honours students. These datasets are accessible at no cost to researchers. The most regularly requested datasets were the longitudinal datasets: the Household, Income and Labour Dynamics in Australia Survey (HILDA); Longitudinal Study of
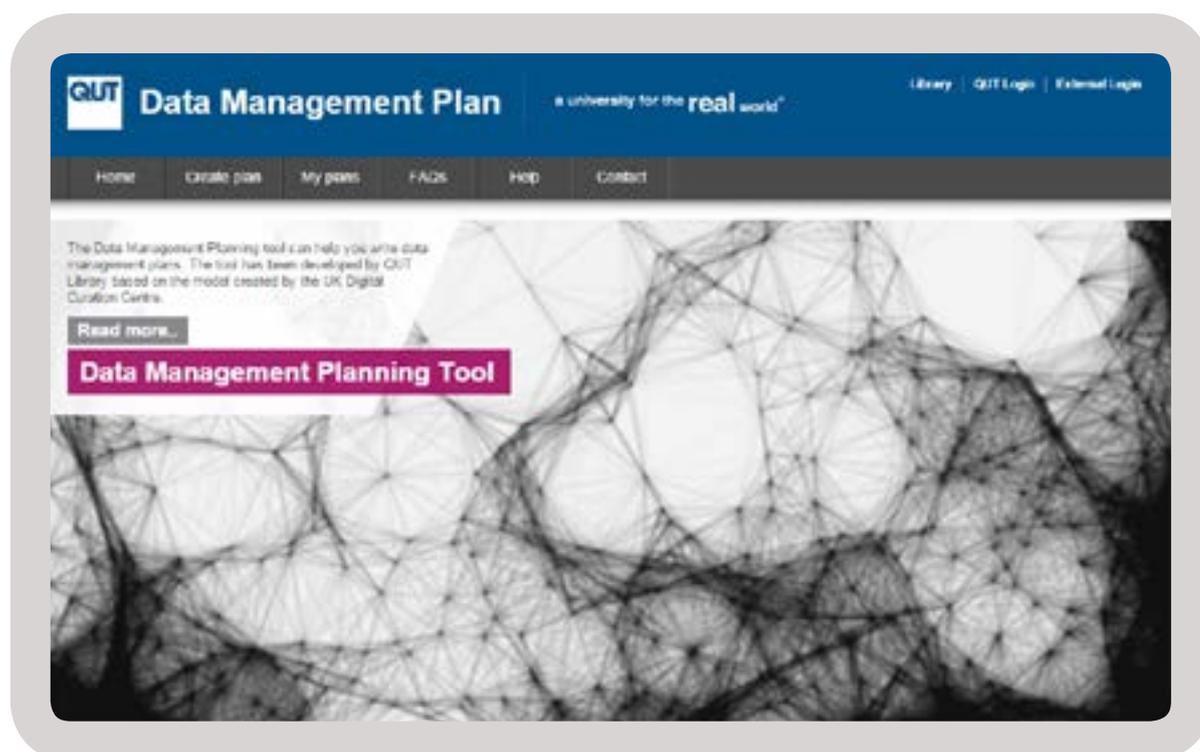
Australian Children (LSAC); and the Longitudinal Study of Indigenous Children (LSIC). In 2014, the service received 146 enquiries from researchers across all faculties. This is just over double the amount of enquiries received in 2012.

3.3 Research Skills Seminars and Workshops

QUT Library's Research Support Seminar series is led by Liaison Librarians and includes events such as:

- Managing Research Data
- Social Media to Promote Research
- Tracking Research Impact
- The Researcher Profile
- Technologies for Research Collaboration
- Uploading publications to QUT ePrints
- Where to Publish and What to Consider.

In 2014, Dr Robin Mayes, Prof Per Davidsson and Prof Paula McDonald from the QUT Business School each presented a session to QUT's research community, as part of QUT Library's research skills seminar program. Each session related to a specific component of scholarly publishing and the sessions were well-received, and will be included in the program for 2015.

During 2014, research skills workshops were supplemented with new topics and additional academic facilitators, with a focus on introducing online research skills resources to supplement face-to-face events. Attendance at library delivered research support seminars and workshops increased by 32.5 per cent in 2014 (3228) compared to 2013 (2436). The number of research support seminars and workshops increased by 32.2 per cent in 2014 (201) compared to 2013 (152).

Research consultations increased by 99.5 per cent in 2014 (2214) compared to the same period in the previous year (1110). This was attributed to both improved data collection practices and a continued focus on research engagement.

Liaison Librarians pursued a range of initiatives to promote Library research support services and resources to new researchers. Liaison Librarians

conducted faculty drop-in clinics; presented at faculty HDR Orientation days, attended general orientation sessions organised by the Research Students Centre; and presented at orientation sessions for the 2014 Vacation Research Scholarship (VRES) program. They also assisted early career researchers to develop their research profiles, identify methods to promote their research and highlighted the value of adding research publications to QUT ePrints. Each Early Career Academic Recruitment and Development Program (ECARD) participant was personally contacted by their respective librarian.

"Having recently ventured back into life as a part time HDR student and undertaking a course work unit in the coming semester I have say "You folks rock & are worth your weight in gold".The organisation and support for students from the library is amazing. I absolutely love the subject guides and the fact they are constantly kept up to date." – student feedback.

3.4 Research Support web pages

QUT Library released its new Research Support web pages (see pg 9) in February 2014. The site features more comprehensive and current information plus a new look. Using the "research lifecycle" model, information from various research support areas of the university was organised and presented. This provided integration of key ITS and Research and Commercialisation research support content. The new "Research Tools" section has brought together a broad range of eresearch environments and systems into one place.

A University Research Support Web Reference Group was established to provide broad input into the design of the university-wide research support space that will be part of the new QUT Digital Workplace to be launched in May 2015. A number of focus groups with researchers and HDR students were conducted in late 2014, and one outcome of the focus groups was that researchers reinforced the simplicity and ease of use of organising information around the research lifecycle.
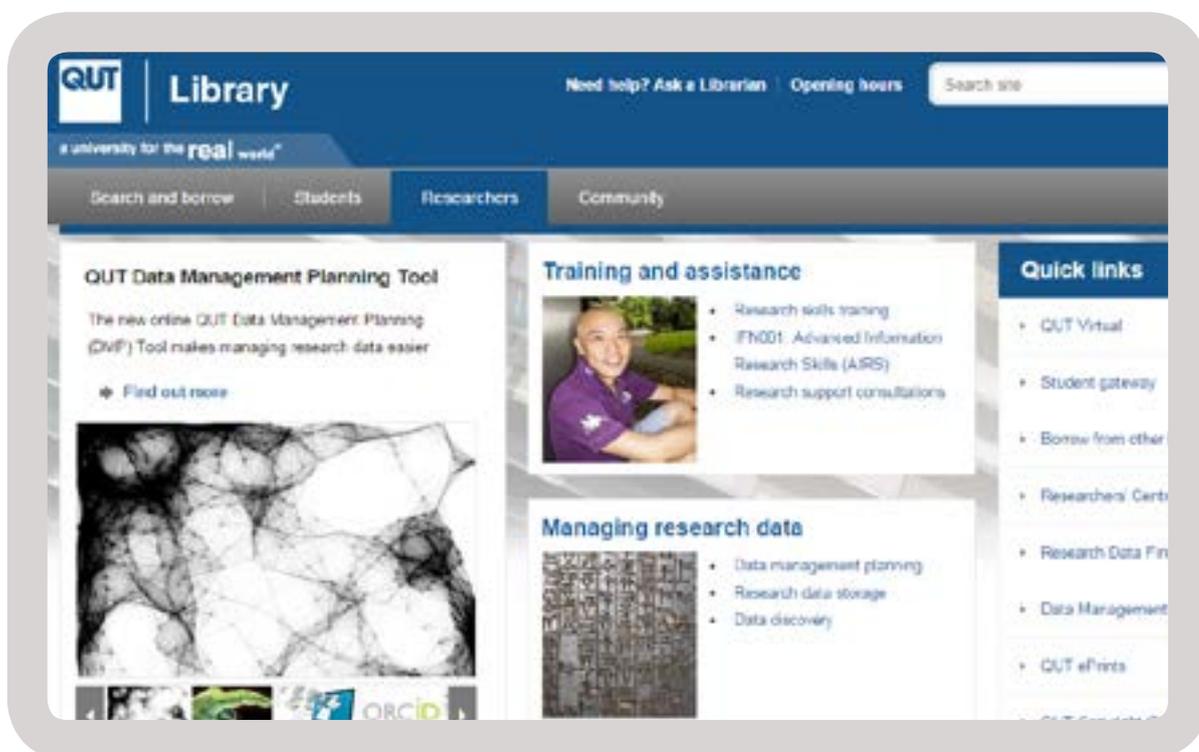
Research support web pages
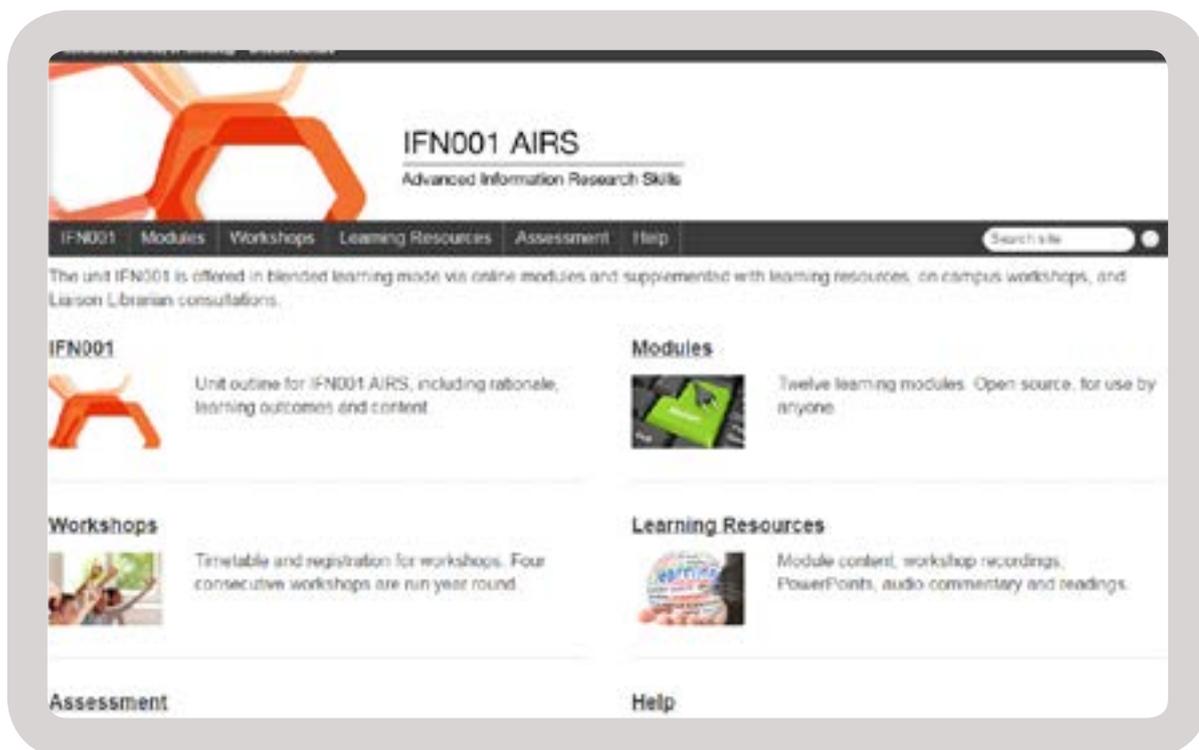
IFN001 AIRS web page

3.5 IFN001: Advanced Information Research Skills (AIRS)

IFN001: Advanced Information Research Skills (AIRS) is an information and research skills unit for HDR students and researchers. In response to student feedback, the AIRS website was redesigned in 2014 to improve navigation, ease of use and enhance the online experience. The AIRS content is provided in a blended learning environment enabling students to engage with the resources and content online, face to face or a combination of both. During 2014, the AIRS teaching team delivered 97 workshops with 1061 attendances, representing a 10 per cent increase on the 2013 attendance figures. In the QUT student surveys, Pulse and Insight, students indicated their satisfaction with the unit and the learning opportunities, rating them between 3.9 and 4.2 on a scale of 5. Overall, 84 per cent of respondents agree or strongly agree that the unit provides them with good learning opportunities.

> *"AIRS was informative and useful. I'm very glad I did this unit. I left every workshop armed with new skills and information that I could immediately use." – student feedback.*

3.6 Scholarly Publishing Support

3.6.1 GOLD OPEN ACCESS

QUT Library supports gold open access by assisting researchers with payment of article processing charges (APCs). In 2014, QUT Library funded the publication of 138 peer reviewed research articles in high quality open access journals; representing a 25 per cent increase on the number of articles funded in 2013.

3.6.2 INTERNATIONAL OPEN ACCESS WEEK

QUT Library held three events during International Open Access Week (20–26 October):

- Accelerating Research with Open Access
- How to Get Published
- Distinguish Yourself as a Researcher – get an ORCID iD.

Library staff also delivered webinar presentations on topics related to open access. The presentations formed part of a national series of webinars organised by the Australian Open Access Support Group.

On November 26, QUT Library hosted OpenConAU2014, a one-day national satellite event

of a larger international event which had been held in Washington DC on 15–17 November. Attendees at OpenConAU2014 were primarily research students and early career researchers from around Australia, and the event focussed on open access, open education, and open data. A number of resources created by QUT Library staff for the event, including an Open Access Publishing Plan and a Planning Tool, have been disseminated with a CC License so that they can be used or repurposed by others.

3.7 Tracking Research Impact

QUT Library provides a range of workshops which explore a range of tools that assist researchers in demonstrating impact based on research outputs and tailored to disciplines and funding bodies (e.g. National Competitive Grants Program). The workshops focus on discovering information related to citation counts, book reviews, social media mentions and any other appropriate measures or material.

In 2014, QUT Library staff produced 15 major research impact reports for the university's research community, with each report providing benchmarking information and various indicators of quality and strengths. The reports ranged from faculty wide reports to reports for smaller multidisciplinary research groups. Reports were created for the Division of Research and Commercialisation; Creative Industries Faculty; Faculty of Education; QUT Business School; Institute for Future Environments (IFE); and several large grant applications to assist with enhancing the university's research profile.

3.8 Excellence in Research Australia (ERA) Preparation

Preparations for the third round of Excellence in Research for Australia (ERA) commenced in July 2014. QUT Library has continued to work collaboratively with the Office of Research and faculties to source, digitise (as required) and store research outputs for peer review. By the end of 2014, more than 2000 journal articles, conference papers, books, chapters and non-traditional outputs had been sourced, stored, checked and made available in the closed repository. During early 2015, the final items will be deposited and testing will ensure accuracy, quality, and compatibility with the Australian Research Council's (ARCs) access system (SEER).

4. Students, learning and teaching

QUT Library provides support for information literacy and academic skills development through formal and informal and personalised learning assistance.

4.1 STIMulate

The STIMulate program provides maths, science and IT support for learning across QUT. The STIMulate program was transferred from the Learning and Teaching Unit to QUT Library at the beginning of 2014, and is a Student Services and Amenities Fee (SSAF) funded program. The program is provided by a team of seven academic staff and 117 Peer Learning Facilitators (student volunteers), who together have provided 2196 drop-in consultations and 2857 visits to group support sessions. During 2014 the Peer Learning Facilitators have provided 3919 hours of volunteer time. Highlights of the year include the implementation of a new registration system for students attending STIMulate; support for capstone projects to Fiji and Colombia; and the awarding of a Rhodes Scholarship to Brody Foy, one of the maths Peer Learning Facilitators.

> *"Thanks to the exceptional support provided by the Stimulate team … I made the Dean's List." – student feedback.*

STIMulate

Facilitating real success in maths, science and IT across QUT
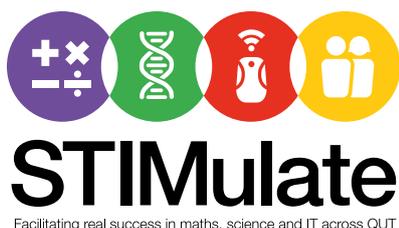
4.2 One-To-One Assistance

QUT Library's Academic Skills Adviser (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 study support for at-risk and high-needs students. Students' use of the ASA specialist consultation service increased from 1174 consultations in 2013 to 1717 consultations in 2014.

QUT Library's Study Solutions service provides all 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 system. Students' use of the Study Solutions service increased from 1638 appointments in 2013 to 1903 appointments in 2014.

Student feedback indicates the vital role that these one-to-one services play in support for learning:

> *"Last semester I received three 5's and a 6!!!!!!!!!!!!!!!!!! Which was a huge improvement on the semester before! … I found that I wasn't scared to ask for help and if I didn't get something or know how to make parts of my assignment more clear and concise, 'academic' or even how some assignments were structured—I could ask questions and not feel like I was being judged for being at Uni and not knowing."*

> *"As a first year student, assignments were a little overwhelming, but with the help of Study Solutions staff, I felt more confident doing my assignments and feel like they were at a higher standard because of attending Study Solutions :)"*

> *"I feel that study solutions advice is necessary for ALL beginning university students to effectively transition to academic writing at university level." – student feedback.*

4.3 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 2014 with 650 sessions delivered with an overall attendance of 28 643 in 2014. Student feedback demonstrates the significant impact on their confidence and success.

> *"I am absolutely amazed by the level of support services available via the QUT library. How exciting! I left this afternoon feeling much more centred and prepared for the coming semester's challenges." – student feedback.*

Study Skills Expo events were extended across all branches in 2014. The event connected 250 students with Support for Learning providers across the university and 94 per cent of students surveyed indicated that they enjoyed the event. In response to feedback, more student-friendly and creative formats will be explored to enhance student engagement with these kind of events in the future.

Trial of the new MyQUTDraft service was continued in Semester 1, 2014. Feedback on 137 assignment drafts was provided by Academic Skills Advisers to students in two units. Demand greatly exceeded that from the previous semesters and this popular service will continue in 2015.

> *"Just having someone else read my work and telling me whether or not it was half good enough is a very good feeling when you are submitting your first assignments in university*
>
> *I absolutely loved having this service available to me. I would most definitely use this service whenever it is offered for my classes."*
> *– student feedback.*

Engagement with faculty teaching and learning is measured by setting a service target of 55 percent of contact with academic staff leading to integration of a learning resource or service. In 2014 this target was exceeded, with 86 per cent of contact resulting in Library services and resources used to enhance learning opportunities for students.

The eResponsible and eProfessional project commenced in 2014 and a suite of resources is being created that targets the development of social media

strategies of undergraduate students at QUT. The resources will be launched in Semester 1, 2015.

4.4 Library Schools Program

The QUT Library Schools' Program provides a suite of free online resources; library membership to enable borrowing of library resources; and on-request tours and workshops for Queensland secondary school students. QUT Library worked with school teams across the university to develop suitable programs for local schools and special programs. This included working with: Year 11 students who attended the Vice-Chancellor's STEM camp to engage with science, technology, engineering and mathematics; Year 12 students extending their studies to include a university unit in the QUT START Program; and high achieving students in their final years of high school who engaged in the QUT Future Leaders enrichment program.

> *"Just to let you know that the session … today was fantastic (literature review and searching) and the students commented how beneficial it was. The school program QUT offers is wonderful for our students."*
> *– client feedback.*

4.5 Widening Participation

QUT Library provided workshops and activities to 590 students from six widening participation partner high schools (Bribie Island SHS, Caboolture SHS, Clontarf Beach SHS, Deception Bay SHS, Everton Park SHS, Pine Rivers State SHS and Redcliffe SHS) and three other schools from the northern corridor (Australian Christian College (Moreton), Grace Lutheran College (Caboolture), Lakes College (North Lakes). Key widening participation activities included:

- activities for Year 11 students as part of the Explore Uni program;
- workshops for students ranging from Year 8 to Year 12;
- the Taste & See event, a QUT Library Schools' Program showcase event in September. The aim of the event was to increase awareness of the program among partner schools.
- a series of three on campus workshops, called *Time for a Change*, designed for community members who may be considering university study. The first workshop of the series was delivered by QUT Counselling and Welfare staff, covering study, time and financial considerations. The second and third workshops of the series were delivered by the QUT Library and included study skills, researching, referencing and academic writing.

4.6 Enquiry Services

4.6.1 CHAT AND EMAILS

The Ask a Librarian service complements the QUT Library Helpdesk by providing support for clients via email and online chat. Clients may also search or browse through FAQs to find answers to commonly asked questions. The Ask a Librarian service continues to experience increased demand for email and chat services. In 2014, QUT Library received 5902 chat enquiries, an increase of 24 per cent when compared to 2013. Comparatively, there were 1111 email enquiries, an increase of 11 per cent when compared to 2013.

The Ask a Librarian service now responds to 6 per cent of all enquiries received by the QUT Library (up from 5 per cent in 2013) and satisfaction with the service remains high with 94 per cent of all clients indicating a high level of satisfaction.

"Really great resource for students who just need to ask a quick question or who are stuck on an assignment and aren't near a QUT library. Thanks heaps!

I'd just like to say keep up the good work. It really feels good as a student to know that you can get help from anywhere. Online or on campus.

The enquiry was asked, answered and completed within a few minutes. The staff member talked me through my request, and was very professional about it." – student feedback

4.6.2 LIBRARY HELPDESK

The majority of enquiries continue to be received at the QUT Library Helpdesks with 113 965 enquiries received compared to 116 384 in 2013. Of the 113 965 enquiries received 28.8 per cent were in regard to learning and study (31 per cent in 2013), 37.9 per cent in regard to borrowing (37 per cent in 2013) and 33.3per cent were directional enquires (32 per cent in 2013).

5. Community Engagement

5.1 National Simultaneous Storytime

National Simultaneous Storytime was celebrated on 21 May at both the Kelvin Grove and Caboolture branch libraries and was attended by over 45 children from local crèches and kindergartens. The event is an annual campaign which encourages the reading and enjoyment of books for young Australians. The story for the 2014 event was Too Many Elephants In this House, which was read by students from the School of Early Childhood. The reading was accompanied by activities including elephant mask-making and mural decoration.

5.2 Rainbow Families

Kelvin Grove Library joined with Rainbow Families Queensland and QUT's LGBTIQ community (Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning) on 26 September to celebrate Brisbane Pride Month by hosting a rainbow storytime session. This is the second year that QUT Library has hosted this event which brought together staff, students, children and members of the local community in celebration of the diversity and special relationships of different types of families. Students from the School of Early Childhood read stories about rainbow families to the children, and Professor Katherine White (from the School of Psychology and Counselling and Chair of QUT Equity Board) facilitated a discussion on positive rainbow families' experiences.

5.3 Children's Book Week

The theme of Children's Book Week, from 16–22 August 2014, was "Connect to Reading" about enjoying the experience of exploring story, travelling to other worlds and creating a bond with others. In celebration of Children's Book Week, Kelvin Grove and Caboolture branch libraries put together a beautiful display of the short-listed titles.

5.4 TEDx Lounge and Yarning Circle

In recognition of National Sorry Day and National Reconciliation Week, Kelvin Grove Library screened a curated collection of *TEDx talks* presented by Aboriginal and Torres Strait Islander speakers and performers. Uncle Bill Buchanan concluded the week with the *Journey for Recognition and Reconciliation yarning circle*.

QUT Library hosted a number of other events, including *Blackwords* (to celebrate Aboriginal and Torres Strait Islander writers as part of QUT's Murri-Ailan Way celebrations), and an author talk with Melissa Lucashenko, author of the award-winning Mullumbimby.

6. People, Culture and Sustainability

In 2014, Judy Stokker (formerly Director, Library Services QUT) was appointed as Deputy Vice Chancellor, Division of Technology, Information and Learning Support, and Sue Hutley (formerly Associate Director (Client Services and Learning Support) QUT) was appointed as the Director, Library Services. Kim Lewin was appointed to the position of Associate Director (Client Services and Learning Support), Library Services.

6.1 Library Resource Management/ Budget

The 2014 Library Resource Allocation (LRA), with the additional half yearly reforecast amount, provided almost $13.4 million in funding. $500 000 value in new subscriptions were purchased to support research, partly funded by $300 000 cancellations of materials identified due to marginal use. QUT Library spent over $2 million on ebooks in response to increasing demand and publisher prices. Author demand for library financial support to pay article processing charges (APCs) to publish in gold open access journals continued to increase with $226 000 funding provided. The 2015 LRA Budget was fully expended.

6.2 Information Management

QUT 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.

Following recommendations from the QUT Assurance and Risk Management Services: Data Classification and Custodianship Review, QUT Information Management policies and guidelines have been reviewed to propose: improvements in policies; the development of an information asset register; clarity about the roles and responsibilities of data custodians; and the development of a definition of QUT data and information.

QUT-specific SharePoint branding was applied to Faculties, Divisions and Institutes providing a uniform corporate look to SharePoint. ControlPoint, a SharePoint Governance tool, was launched to assist QUT-wide SharePoint Site Collection Administrators and Site Owners at the SharePoint Users Community.

6.3 AskQUT

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

Across 2014, there has been a 131 per cent increase in the number of email enquiries received via AskQUT. This can be attributed directly to the new requests that commenced being processed through AskQUT from the start of 2014, including: forms to support the changed QUT assessment policy; and student requests for their Tertiary Transport Concession Cards. The AskQUT Review commenced on 18 August 2014 and the recommendations will be implemented in 2015.

6.4 Staff Development Program

QUT Library implemented a new staff development program, *24 Things for 2014*, to develop IT and social media skills and awareness of Library staff as well as covering some traditional professional development topics. This initiative was based upon the 23 things program which has been run by numerous academic and public libraries. The program ran over a year, with a new 'thing' explored every fortnight. Each topic was developed in response to staff feedback. 24 Things was opt-in and self-paced, with staff having the option to complete as many or as few activities as they wanted to. Yammer was used as the main portal for information, activities and discussion, with a unique Yammer group set up for the program. Each 'thing' consisted of a number of activities which were all assigned a number of points. A full list of 'things' can be viewed at the Yammer page. Staff could choose to do one or more of the activities, and received points upon completion. At the end of the program the staff member with the most points was awarded a trip to a Library conference.

Overall 101 staff participated in the program across a variety of topics. As well as online activities QUT Library also ran 12 staff development workshops which all linked to the topic being covered in each 'thing'. The workshops were extremely popular with Library staff and there were over 200 attendances at workshops. 24 things provided staff with a variety of learning opportunities. Over the course of the program 10 guest speakers either facilitated workshops or created content from the program. These guest speakers came from organisations such as State Library New South Wales, Yarra Plenty Regional Libraries, Bond University Library & Swinburne University Library. There were also Library staff who either created content for the program or facilitated workshops, sharing knowledge across the Library.

7. Students and Staff Feedback

7.1 Library Website Redevelopment Project

In 2014, a project to re-develop the QUT Library website was undertaken. The project's main objective was to improve the user experience and address several usability issues identified by a usability study. In a user-centred design process the project was able to establish a highly usable design for the new website, add support for access with mobile devices and improve findability through a new site structure that closely reflects users' mental models. The new web site will be launched in 2015.

7.2 QUT Staff Opinion Survey

A university-wide Staff Opinion Survey was conducted during 2014, and 80 per cent of Library staff responded to the survey. Overall, QUT Library achieved positive results, with the areas of role clarity; mission and values; results focus; safety and co-workers; and QUT satisfaction scoring very highly. However, Library staff identified some areas of improvement in relation to workload; recruitment and selection; and involvement. In response to the survey outcomes, an action plan has been developed. The strategies within the action plan will continue to be implemented during 2015 thereby ensuring that QUT Library responds to the feedback staff provided in the survey.

QUT

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LIBRARY CONTACT INFORMATION

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Victoria Park Road, Kelvin Grove

Caboolture Library
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Law Library
Level 5, C Block
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