

# QUT Library Annual Report

2007



## QUT's Mission

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

## QUT's Goals

### TEACHING AND LEARNING

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

### RESEARCH

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

### COMMUNITY SERVICE

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



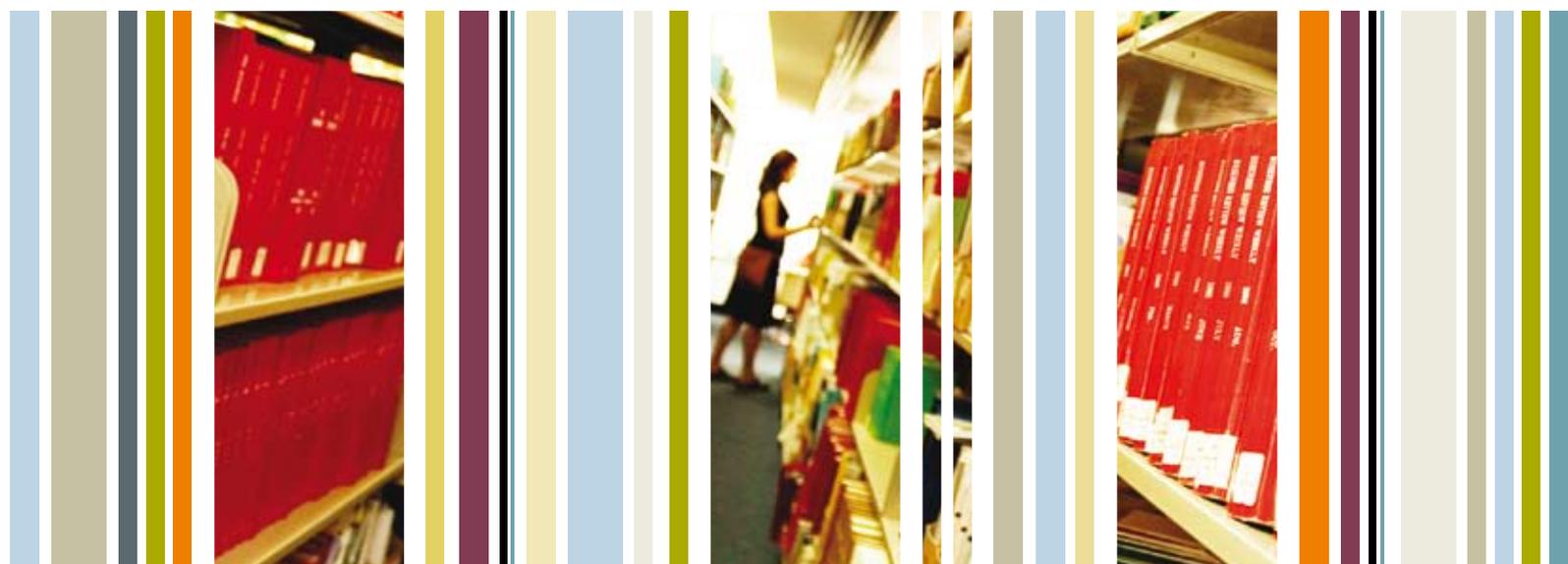
## QUT Library Vision

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

In an era of change in the methods and pace of scholarly communication, the QUT Library will continue to deliver high quality information resources and services to the University community. These services will be based on the agreed library service values of:

- Flexibility
- Responsiveness
- Innovation
- Commitment to agreed service standards
- Awareness of 'the big picture'.

Library services will fully support key University strategies in relation to learning and teaching, research and innovation and people and culture. The Library, as a learning organisation, will continue and strengthen its commitment to client focused service and to continuous improvement. This will be achieved through regular monitoring and improvement of service levels as defined within the Library's Client Charter, and through client feedback. The Library will also continue to collaborate with other areas of the University to provide its clients with seamless interfaces to service delivery.



## Highlights for 2007

Two themes underpin the Library's achievements in 2007:

- A collaborative approach to service provision as a means of achieving a client-centred service outcome, and;
- Positioning the Library to meet the challenges arising from changes in access to information, client preferences for accessing information, and technological developments.

There were many highlights for QUT Library during 2007.

Some of these included:

### IMPROVED CLIENT SERVICES

- The Library, in collaboration with Teaching and Learning Support Services, developed a model for delivering expanded and integrated learning support services (study skills) to students.
- The Gardens Point Library integrated the Loans and Help Desks to create one Library Help Desk. The one-desk model, already operating in the Law Library, will be rolled out at Kelvin Grove and Caboolture in the future.
- Electronic desktop delivery of intercampus photocopies to undergraduate students and external students was implemented.
- Selected Course Materials Database (CMD) documents were enhanced so they were accessible to students with visual impairments.
- The Library undertook several initiatives to improve information resource discovery and access including: making QUT Library resources discoverable via Google Scholar; implementing Quick Article Search which allows clients to search across multiple databases simultaneously, and using Web 2.0 technologies such as YouTube to inform clients of services.
- The Library's web site was redeveloped following extensive usability testing.

### SUPPORT FOR RESEARCH

- A Research Support Plan 2007–2009 for the Division of Technology, Information and Learning Support (TILS) was developed by the Library working collaboratively with Information Technology Services (ITS) staff.
- A project plan for delivering a TILS eResearch Support Service was developed collaboratively with ITS. The aim of the project is to establish a TILS eResearch Support Service.
- The QUT ePrints repository continued to expand rapidly. The 81 per cent increase in the deposit rate can be attributed to preparation for the now defunct Research Quality Framework. QUT ePrints is a highly successful example of an institutional repository.
- The Library's Institute of Health and Biomedical Innovation Information Manager led an online survey of QUT researchers about data management practices.
- The Library continued to broaden its research support role by participating in significant digitisation projects. The QUT Library is participating in the international Million Books project through its digitisation of materials from the former Sugar Research Institute. QUT's Faculty of Education and the Library collaborated in a successful bid for Linkage, Infrastructure, Equipment and Facilities (LIEF) Grant funds to digitise Australian children's literature and literary criticism under the auspices of the AustLit consortium.
- The Library participated in the Open Access to Knowledge (OAK) Law List Project that developed a web-accessible database containing information about publishing agreements used by publishers of scholarly journals and publishers' open access policies. The OAK List will be an essential tool for institutional repository managers.

### LIBRARY COLLECTIONS

- A number of new subscriptions to key journals and several electronic journal back sets were purchased.
- A new demand driven model of eBook lending and acquisition was implemented resulting in records for more than 60 000 eBook titles being accessible via the Library catalogue.
- ISI Essential Science Indicators was selected for trial in 2008.

## IMPROVED INFRASTRUCTURE AND INTERNAL PROCESSES

- The Library's committees and decision making bodies were reviewed to ensure they aligned with the Library's current and emerging core business.
- Staff record keeping processes and procedures were reviewed and recommendations for improved procedures with built-in quality checks were approved for implementation in 2008.
- The Library operating budget was well managed, being expended to 100 per cent at the end of 2007.

## STAFF

- The Library produced its first Workforce Plan. The plan outlines core and emerging services, trends impacting on these services and the required staffing profile to meet current and future service trends. Work on implementing the recommendations of the plan will continue in 2008.

## RECOGNITION OF LIBRARY PERFORMANCE

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

- Two QUT Equity Awards were awarded to the Library. One for the conversion of CMD documents for visually impaired students and the other for the Kelvin Grove Library Parents Room.
- A number of library staff were recipients of the inaugural Vice Chancellor's Performance Fund and Excellence Awards to recognise staff who had made a superior contribution in their area of activity.
- Judith Peacock was awarded a Carrick Citation for Outstanding Contribution to Student Learning.



**Judy Stokker**  
Director, Library Services



## Learning and Teaching

### **LIBRARY EXPANDS SERVICE – STUDY SKILLS SUPPORT**

In April, the Library and Teaching and Learning Support Services (TALSS) initiated a project, the 'Integrated Literacies Project', to establish cohesive service models for integrated and expanded support for the development of academic literacy (study skills). Involving extensive consultation with stakeholders, the Integrated Literacies Project received very positive support from across the University and signalled a fundamental shift in 'core' business for the Library.

The major outcomes of this project included:

- implementation of a tiered Divisional model of study skills support at library service points (Phase one)
- mapping of academic literacies to highlight complementarities in existing services and activities provided by TALSS and the Library
- a definition of 'academic literacy' and formulation of a comprehensive list of academic literacy 'standards' to inform ongoing support services and curriculum development
- recommendations for staffing, implementation, training and ongoing service provision and
- project plans for Phases two & three (resources and curriculum).

Phase one was implemented in Semester Two after significant staff development for over 50 staff in appropriate procedures, referral processes and student resources. From that time, QUT Library staff have provided point-of-need frontline academic literacy (study skills) assistance at all Library Help Desks. Subsequent phases of the project will commence in early 2008. Phase two will develop physical and virtual learning support resources that address both information literacy and academic literacy needs in a blended way. Phase three will investigate and develop models for implementing blended and embedded academic and information literacy learning and development via QUT course, curriculum, assessment and classroom processes.

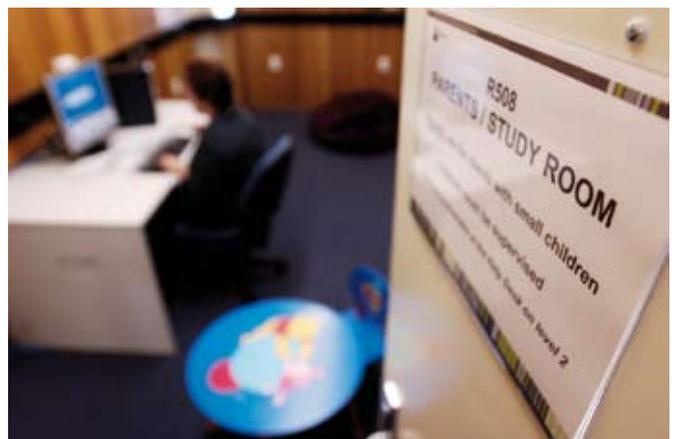


### **INTEGRATED DESK**

An integrated Library Help Desk commenced at Gardens Point campus in Semester Two, 2007, combining Reference, Lending, and Academic Skills staff. This model of service-delivery enables staff to multi-skill, thus reducing delays for students at peak times.

### **SERVICE AWARDS**

The Library also received two Equity Awards this year. Richard Dearden and Julie Brown accepted an award on behalf of the Kelvin Grove Library in recognition of the development of the Kelvin Grove Library Parents Room, which was launched in August 2006. This room provides a networked computer, lounge seating, children's furniture and toy box, and child-friendly décor. It provides students who need to bring their small children with them from time-to-time, a suitable study space without disturbing other students.



Colleen Cleary, Jai Parker and Bryn Roberts were recognised for their work to establish a process to improve access to Course Materials Database (CMD) documents for students with a visual impairment. Although the searchable PDF image used in the CMD is the best format for students without visual limitations, the text can contain errors and formatting problems which make it confusing when read aloud by screen-reading software used by some students with visual limitations. Library staff worked with the Equity Section to identify units in which students with visual limitations were enrolled, and then used a variety of processes to ensure that the CMD documents for those units were of a superior quality. The Library received an Equity Award for this improvement in services.

## DESKTOP DELIVERY FOR INTER-CAMPUS PHOTOCOPIES

Students and staff at any QUT Library branch have been able to request copies of journal articles, conference papers, or book chapters be sent to them from another branch library for many years. In 2007, the Inter-Campus Copy service was improved so scanned digital copies of print material held at each branch library can be supplied directly to any student's or staff member's computer desktop. Delivery times of this type of print material have been greatly reduced, as the copy is now supplied as a PDF file. Items no longer have to be mailed to the student's home campus for pickup. This service is particularly valuable to external students, who do not have to wait for mail-outs of requested items. Also internal students, who are increasingly time poor, no longer have to make a special trip to the Library to pick up requested documents, but can access and view them wherever they choose.

## CLIENTS CHOOSE PICKUP LOCATION

Where clients were previously required to pick up materials from their designated home campus, an enhancement to the Millennium integrated online library system has enabled requested items, holds or inter-campus loans to be delivered to a branch library of the client's choosing. Clients are notified by email (and also optionally, by RSS feed which is a format used to deliver regularly changing web content) when their requested item is available for collection. 'My Library Profile' can keep the client informed of progress of their request.

External students have been particularly empowered by this change. For more information about placing a hold or requesting an inter-campus loan, please go to [www.library.qut.edu.au/services/borrowing](http://www.library.qut.edu.au/services/borrowing)

## IMPROVED ACCESS TO eBOOKS

After a five-month trial, a new demand-driven model of eBook lending and acquisition was implemented. Records for over 60000 eBook titles from Ebook Library (EBL) have been loaded into the Library catalogue. Clients may request short term loans for these titles, even though the eBooks have not been purchased. After a specified number of loans the eBook is automatically purchased for the Library's virtual collection.

## INFORMATION RESOURCE DISCOVERY AND ACCESS

A key focus for the Library in 2007 was to improve discoverability and access to its high quality information resources. This included improving and implementing new user interfaces for accessing resources as well as integrating resources into external user environments. In addition, the Library experimented with a number of Web 2.0 initiatives, not only to improve discoverability of library information but also to promote library services. The work to improve discovery and access of resources included the following:

- launch of the redesigned QUT Fulltext Finder web interface
- adding QUT Fulltext Finder links to Google Scholar so QUT Library materials are able to be discovered by QUT clients searching Google Scholar
- trial and implementation of Quick Article Search (360 Search) allowing clients to search across multiple databases simultaneously
- adding new features to the Library catalogue web interface
- use of del.icio.us for tagging Creative Industries web resources [http://del.icio.us/QUT\\_Creative\\_Industries\\_Library](http://del.icio.us/QUT_Creative_Industries_Library)
- developing a short QUT Kelvin Grove Library tour on video for Creative Industries staff and students [www.youtube.com/watch?v=ZVf233vTDaE](http://www.youtube.com/watch?v=ZVf233vTDaE)



[Advanced Scholar Search](#)  
[Scholar Preferences](#)  
[Scholar Help](#)

Scholar All articles - [Recent articles](#)

Results 1 - 10 of about 113,000 for [Australian indigenous health](#). (0.04 seconds)

[Reducing indigenous mortality in Australia: lessons from other countries](#) - [Get fulltext @ QUT](#) - [all 6 versions »](#)

I Ring, D Firman - Medical Journal of Australia, 1998 - mja.com.au

... to entirely discount the suggestion that the absence of a treaty is a factor in the relative lack of progress in improving **Australian indigenous health**. ...

[Cited by 73](#) - [Related Articles](#) - [Cached](#) - [Web Search](#) - [BL Direct](#)

[The health status of indigenous peoples and others: The gap is narrowing in the United States, ...](#) - [all 4 versions »](#)

I Ring, N Brown - BMJ: British Medical Journal, 2003 - pubmedcentral.nih.gov

... Ian Ring, adjunct professor School of Public Health and Tropical ... Ngiare Brown, chief executive officer **Australian Indigenous Doctors Association**, PO Box 3497 ...

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## Research

Increasing emphasis on research outcomes at QUT and transformations in eResearch and scholarly communication have led to the development of the TILS Research Support Plan 2007–2009. The Plan unifies the Division's current and proposed new research support activities and articulates these into strategies and actions to be implemented over the next three years.

One key objective is to develop a new 'one stop shop' eResearch Support Service to create a focal point at QUT for the planning, development and implementation of eResearch infrastructure built around the existing High Performance Computing (HPC) Services section and adding research data management. The Division successfully applied for project funding to scope, cost and seek sustainable funding for the service in 2008.

As a start to the Project, Library and HPC staff conducted an online Survey of QUT Researchers' Data Management. The University of Melbourne and University of Queensland also undertook the same survey for their researchers under the sponsorship of the Australian Partnership for Sustainable Resources. The results will be pooled and reported nationally. The QUT results will inform the next stages of the Project, assessing current practices and unmet needs.

### TRANSFORMATIONS OF SCHOLARLY COMMUNICATION

As the scholarly communication process transforms, the Library is assuming its role as the centre of expertise in advising the University on these changes. This is a key strategy in the TILS Research Support Plan 2007–2009. A program of reading circles and library in-house seminars entitled 'Transformations of Scholarly Communication' (TOSC) has been initiated. Librarians have established a Connotea site [www.connotea.org/user/TOSC](http://www.connotea.org/user/TOSC) to collect reports, podcasts, articles and other resources. Interested library staff meet in regular reading circles to discuss these source documents. A seminar was held in December as part of the Library's Change Readiness Seminar Series. This seminar included a presentation by QUT's eResearch Access Coordinator, case studies of current research support programs by Liaison Librarians and discussion groups.

### OPEN ACCESS PUBLISHING

With the approval of the University Research and Innovation Committee, the Library has initiated a one-year trial to support QUT researchers who want to publish in the open access journals of BioMed Central and Public Library of Science by paying the author fees from the Library Resource Allocation. The Library will report on the outcomes of the trial in 2008.

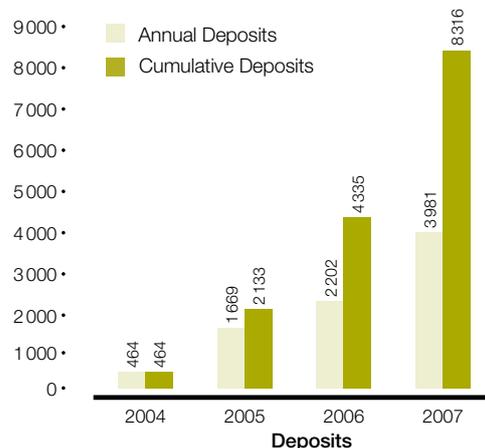
### QUT EPRINTS

At the end of 2007 the total number of items in the University's institutional digital repository, QUT ePrints <http://eprints.qut.edu.au>, stood at 8316. The 3981 new items added in 2007 reflects an 81 per cent increase in the deposit rate when compared to the previous year. This was partly attributable to the Research Quality Framework (RQF), the national research assessment exercise that had been due to commence in March 2008. In order to meet the technical specifications of the RQF, the University needed to have ePrint records for all 'top 4' research outputs nominated for assessment. The Government of the day provided funding, under the Australian Scheme for Higher Education Repositories (ASHER), to assist with the creation and population of institutional repositories. The Library was able to use some of this money to employ project staff to assist with the creation of ePrint records, the collection of digital full text versions of research outputs and the coordination of the ePrint repository.

While few of the full text versions that were collected for the RQF can be made openly accessible due to copyright restrictions, the repository records include full bibliographic details plus a link to the publisher's website and will serve to facilitate discovery of the works. Currently, 70 per cent of the items in QUT ePrints (more than 6000 items) include a copy of the full text document. Throughout 2007, the Library continued to progress plans for the migration of QUT ePrints to a Fedora-based platform (ARROW) which will support a wide range of digital content and enable the development of new repository services. The migration process will be completed in 2008.

### QUT ePrints

#### Repository Growth Rate 2004-2007



## MILLION BOOKS PROJECT

QUT Library took part in the global Million Book Project led by Carnegie Mellon University and research partners in India and China. This project aimed to digitise one million books worldwide by the end of 2007. With support from the Deputy Vice Chancellor for Research and Commercialisation and the Deputy Vice Chancellor, Technology, Information and Learning Support, the Library undertook a project to digitise published books, conference proceedings and journals in its specialist sugar industry collection. This collection was previously part of the collection of the Sugar Research Institute in Mackay. Copyright permission from publishers has been sought for all the works and while responses have been disappointing, many works have been digitised. QUT is the only Australian Library member of the project.



## COLLECTION DEVELOPMENT

The Library began new subscriptions to a number of key journals and purchased several electronic journal back sets to deepen our holdings. These were selected by Liaison Librarians in consultation with academic staff.

## THE OAK LAW LIST PROJECT

In 2007, two Open Access to Knowledge (OAK) Law Project Officer positions were based within the Library while the OAK Law List was developed. The List is a web-accessible database containing information about publishing agreements used by publishers of scholarly journals and publishers' open access policies. This database will be a useful tool for university copyright officers and institutional repository managers, both in Australia and overseas. The database will also inform academic authors of journals that have suitable access policies. It is being developed to be interoperable with other sources of information such as the UK-based RoMEO/SHERPA database and the Directory of Open Access Journals based in Sweden. The OAK Law List will be launched on February 7 2008.

## AUSTRALIAN CHILDREN'S LITERATURE DIGITISATION PROJECT

QUT's Faculty of Education and the Library collaborated in a successful bid for Linkage, Infrastructure, Equipment and Facilities (LIEF) Grant funds to digitise Australian children's literature and literary criticism under the auspices of the AustLit consortium. Professor Kerry Mallan and Professor Annette Patterson from the Faculty and Carolyn Young from the Library are the Chief Investigators for QUT. QUT is taking a leading role in coordinating the project in partnership with other Chief Investigators from Deakin University and the University of Sydney and are also in collaboration with the AustLit team from the University of Queensland. The funding is for the first year of a planned multi-year project with the long-term objectives of identifying and gathering a virtual collection of works indexed on AustLit and accessible in full text form to researchers.

## Resources – People

### WORKFORCE PLANNING

In 2007 the Library produced its first Workforce Plan. Although the Library has a long history of strategic planning and a sophisticated planning process, which often includes planning for staffing and changes to the workforce profile, the Workforce Plan is the first comprehensive evaluation and documentation of the changes in workforce profile which may be required over the next three to five years to support the changing face of Library services.

The Workforce Plan outlines the core services performed; the service demand trends and external influences impacting upon these core services; recommended changes in service delivery strategies; and any recommended changes to the workforce profile as a result of these proposed changes to service delivery for each section of the Library. The Plan was developed by a Working Party, representing all of the specialist areas of the Library, in consultation with key stakeholders. It is intended to be a dynamic document, with more detail being added as trends in service delivery become clearer or change in magnitude or direction, or as external influences impact on the Library's structure and services.

### CHANGES IN STAFFING

The Library began 2007 with a significantly different middle-management structure as a result of some changes identified in 2006 as part of a Divisional change process. The positions of Reference Service Manager and Lending Services Manager at each branch library have been combined into a new position, Library Services Manager, responsible for coordinating service points and associated services within and beyond the Library. Liaison Librarians, who had previously reported to the Reference Services Managers, now report directly to Branch Library Managers, facilitating a more strategic focus in their roles.

### RE-CHARGE WORKSHOPS AT CARSELDINE

Carseldine Library has undergone particularly rapid change in 2007. These changes included recruiting and training a new Lending Services team; and the introduction of new task allocation systems in both Lending Services and Reference Services. Carseldine Library conducted a series of workshops for all staff to assist with team-building and change management. Staff from the Organisational Development section of HR worked with the Library to deliver the workshops in June and November, and follow-up workshops are planned for 2008. Outcomes have included greater team cohesion, improvements in service delivery resulting from staff suggestions, and the development of team purpose and vision statements.

### AWARDS

The inaugural Vice Chancellor's Awards for Excellence were announced in 2007 and library staff featured strongly amongst the winners.

Lynn McAllister, a Reference Librarian from Kelvin Grove Library, won an individual award for her work within the Division to assist in the preparation of a successful grant proposal to undertake the Carrick ePortfolio Research project.

Alice Steiner, Ellen Thompson and Luisa Rossitto, the Creative Industries Liaison Team, won a team award in recognition of their work with the faculty to support learning and teaching and research, to build a relevant, highly used collection and to improve library facilities for students.

Helen Demack, Jill Rogers and Joe Stewart, recruited by the Library to work with Library and Law Faculty staff on the OAK Law List project, to develop a database for storing and accessing open access publishing policies for Australian publishers, were also recognised with a team award.

2007 also saw the introduction of the Vice Chancellor's Performance Fund Awards to recognise staff who had made a superior contribution in their area of activity, and five library staff were worthy recipients:



**Colleen Cleary**  
(Library Resource Services Deputy Manager)  
**Vice Chancellor's Performance  
Fund Award**



**Margrethe Gould**  
(Library Services Manager, Kelvin Grove)  
**Vice Chancellor's Performance  
Fund Award**



**Craig Milne**  
(Liaison Librarian, Built Environment & Engineering)  
**Vice Chancellor's Performance  
Fund Award**



**Margot Simpson**  
(Library Secretary)  
**Vice Chancellor's Performance  
Fund Award**



**Judy Peacock**  
Vice Chancellor's  
Performance Fund Award

Judy Peacock was also awarded a Carrick Citation for Outstanding Contribution to Student Learning during 2007. Recipients must be able to demonstrate a sustained contribution that has made a significant difference to student learning. Nationally these are highly contested awards and only five library professionals across the country were awarded a citation.

The Library's internal Reward and Recognition Awards winners for 2007 were as follows:

## LIBRARY STAFF PERCEPTIONS SURVEY

In November 2006, the Library conducted a Library Staff Perceptions Survey as it had on five previous occasions since 1995. The data was analysed and reported in 2007.

The survey seeks input from staff on a number of aspects including working life and their satisfaction with their work role; communication; morale and commitment; resourcing; reward and recognition; training and development; teamwork; leadership and management; and wellness. The results were extremely satisfying with high positive sentiment in the aggregate results for each topic and an increase in positive sentiment in all aggregated topic areas since the last survey in 2003.

The Library's Management Group reviewed the results and identified strategies that were clearly working well and should be maintained and identified other strategies for areas where there might be some room for improvement.



**Stephanie Bradbury**  
(IHLI Information Manager)  
Giraffe Award for  
Initiative and Innovation



**Michelle Ward**  
(Lending Services Assistant, Caboolture)  
Jan Novak Award for  
Outstanding Client Service



**Helen Hobbs**  
(Library Services Manager, Carseldine)  
Making a Difference Award



**Lois McMillan**  
(Lending Services Supervisor, Kelvin Grove)  
Library Management Group  
Quiet Achiever Award

## Resources – Infrastructure

### REFURBISHED SPACES

During 2007, the Library was involved in a significant project to refurbish the Law Library as part of a larger project to refurbish parts of the Law Faculty building at Gardens Point. Although there were some limitations due to structural components of the existing building, it was possible to create a design with significantly larger open plan areas and greater access to natural light. One of the main objectives was to create flexibility, so that spaces could be used in different ways by students as the academic year progresses and their learning environment needs change. It was also a priority to increase access to technology, particularly to support collaborative group work. Construction began in late 2007 with an expected completion date in time for the start of Semester One, 2008.

In addition to this major refurbishment project, the Library was also able to purchase some new furniture for the Gardens Point and Kelvin Grove Libraries. Once again the emphasis has been on creating flexible spaces that can be used in a variety of different ways, so carrels and chairs in fixed arrangements have been replaced with tables and lounge furniture which can be moved to meet the current need.



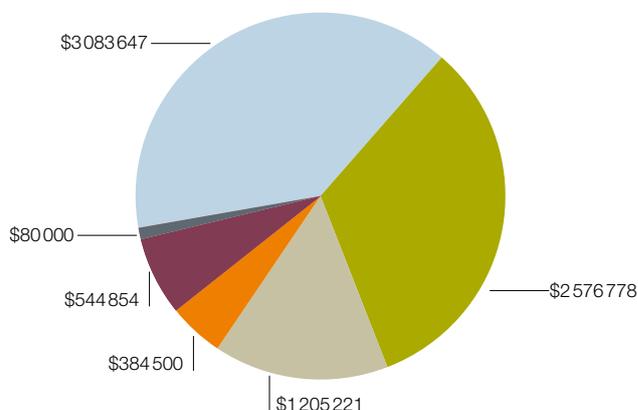
### RESOURCES – BUDGET

#### Library Resource Allocation

In 2007 the final Library Resource Allocation (LRA) was \$7875000, reduced by \$70000 during University wide budget reviews throughout the year. The weakness in the US dollar in 2007 improved the purchasing power of the LRA and led to a significant exchange rate benefit by the end of the year, some of which was repaid to the University's Finance and Resource Planning Department according to a long standing agreement on exchange rate setting. By the end of the year, the LRA was 99 per cent expended which was an exceptionally good outcome.

## Library Resource Allocation 2007 – \$7.875m

Coursework Pool Specialist Resources Pool  
 Shared Costs Pool Cross-faculty Electronic Databases Pool  
 Central Reference Pool Allocation for Deferred Purchases



### Asset Management: Library Collection Valuation

In early 2007, the Library prepared its 2006 Library Collection Valuation as part of the University's Annual Asset Management Report to the Queensland Audit Office. This was the first report completed under the new Queensland Treasury Policy: 'Accounting for Library Collections: Non-current asset policies for the Queensland public sector', 2005: [www.treasury.qld.gov.au/office/knowledge/docs/non-current-asset-policies/non-current-asset-policies\\_13.pdf](http://www.treasury.qld.gov.au/office/knowledge/docs/non-current-asset-policies/non-current-asset-policies_13.pdf)

All Queensland Government and academic libraries are required to undertake a valuation according to this policy from the 2007 reporting year. QUT Library was an early adopter of the policy and in consultation with QUT Finance and Resource Planning staff, examined, reported upon and expensed all of its collections in its 2006 report.

### OTHER BUDGETS

In 2007, the Library's salaries budget was allocated \$8577708 and final expenditure at the close of the year was 102 per cent of this budget. General operational expenses were allocated \$926363 and at the end of 2007 the Library had under-expended this budget by 14 per cent. This was an intentional underspend due to predicted salary deficits as a result of the March and June budget reforecasts. Overall the total expenditure at the close of the year for the Library was 100 per cent of the budget target, an excellent result.

## Library Community Engagement

### OzCase

OzCase <http://ozcase.library.qut.edu.au> is a regional cross-sectoral law library initiative which has been in existence for approximately five years. In July the OzCase website was launched at the Brisbane Magistrates Court along with the Queensland Historical Legal Collection by the Chief Magistrate, Judge Marshall Irwin. Other speakers included Professor The Honourable Michael Lavarch; Catherine Crawford, QUT Law Library Manager; Gaynor Austen, (AM) former QUT Director, Library Services and Conrad Lohe, the Crown Solicitor.



L to R: Lauren Stephenson, Conrad Lohe, Gaynor Austen, Judge Marshall Irwin, The Hon Michael Lavarch, and Cathy Crawford

QUT Library hosts the OzCase website and the resources available on this site are widely used and critically important to research in certain areas of current legal practice. QUT Library has received significant positive feedback regarding the accessibility of these materials.

One of OzCase's major achievements for 2007 has been the digitisation of materials of historical legal significance to Queensland. The materials are available as part of the Queensland Historical Legal Collection on the OzCase website. The collection includes Queensland Commencement Legislation 1793–1867, Queensland Land Legislation 1834–1910 and the Queensland Criminal Code – preparatory and extrinsic material – which includes the Sir Samuel Griffith Code.

In 2007 OzCase received funding from the Department of Justice and Attorney General, Crown Law to digitise The Public Acts of Queensland (Reprints) 1828–1936 (the 1936 reprints). This publication contains the statute law in force in Queensland in 1936. Prior to this time, there was

no general consolidation of the statutes. This series of statutes, including diagrams and maps, will be accessible via the OzCase website under the OzCase Historical Legal Collection early in 2008.

### ASSOCIATE AND RECIPROCAL BORROWERS

During 2007, the Library reviewed and streamlined its processes for registration of, and conditions for, associate and reciprocal borrowing effective from 2008. For further details regarding changes please refer to [www.library.qut.edu.au/services/community](http://www.library.qut.edu.au/services/community)

### QUEENSLAND ACADEMY FOR CREATIVE INDUSTRIES

One of the groups offered associate borrower rights during the year was the students of the Queensland Academy for Creative Industries (QACI). One of three newly-established state high schools for high-performing students, the QACI is located within the QUT Kelvin Grove Urban Village. The Academy's 120 students and 25 staff are able to access and borrow from QUT Library's well-developed collections in the creative industries. As well as reciprocal borrowing rights, QACI Students receive an orientation to the Kelvin Grove Library and can access Librarian expertise from the Library Help Desk throughout the year. Kelvin Grove Library facilities are available to the QACI Librarian to teach students how to find and use the QUT Library. These arrangements will be continued in 2008.

### QUEENSLAND UNIVERSITY LIBRARIES OFFICE OF COOPERATION HEALTH REFERENCE GROUP

QUT Library staff initiated the establishment of a Queensland University Libraries Office of Cooperation (QULOC) Health Reference Group. This group comprises of senior library staff from several Queensland universities with significant health and medical faculties and senior staff from Queensland Health libraries. The Terms of Reference of this group include the ability to:

- share information on services and models to university students and researchers located in hospital precincts
- investigate library support services for Queensland allied health, dental, nursing and medical students on work integrated learning in hospitals
- investigate library support services for university and hospital researchers engaged in collaborative research in Queensland hospitals.

[www.quloc.org.au](http://www.quloc.org.au)

## Quality Management

### PLANNING AND REVIEW

#### Integrated Planning Approach

The Library has undertaken an annual planning retreat for many years to conduct strategic planning and in 2007 the Library participated in the inaugural and collaborative three-day strategic planning event conducted by the Division of Technology, Information and Learning Support (TILS). The Division's Executive group considered the broad higher education and QUT influences on the first day, setting the agenda for the remaining two days. Wider groups of Divisional staff joined the planning activities on the second day, with guest speakers also setting the scene. On the third day, the Division's individual departments – including the Library – initiated development of their annual plans by brainstorming their strategic priorities. During the weeks following the Division-wide event, the Library's Planning Forum members continued to develop and finalise the 2008 *Library Strategic Plan*. It is anticipated that this integrated Divisional approach to planning will again be adopted in 2008 and beyond.

#### Planning at Kelvin Grove

Following the appointment of a new Branch Library Manager, Kelvin Grove Library also adopted a new planning approach for its Liaison and Reference team. In November, a planning day was held for team members to draft 2008 faculty-focused plans, which will guide liaison activities in support of faculties' teaching and learning, research and collection development. The planning day produced lively discussion, innovative ideas and an affirmation of a shared commitment to support QUT students and academics. Inputs to the plans included faculty priorities, the Library's 2008 Strategic Plan and Division of TILS initiatives such as the Research Support Plan and the Integrated Literacies project.

#### Future Directions

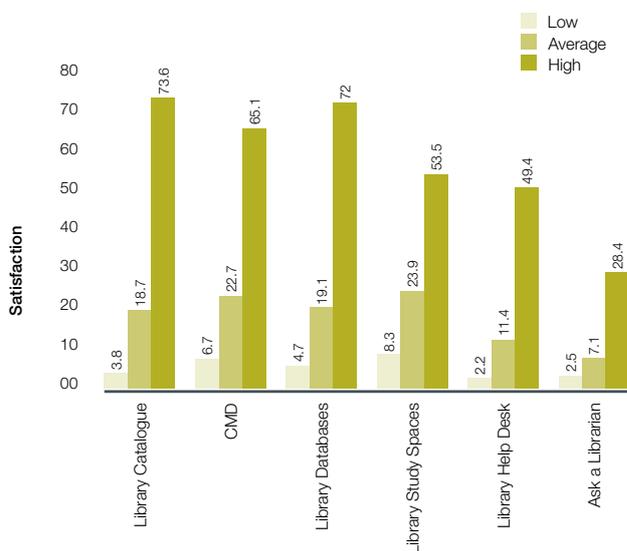
The Library finalised its triennial vision document, *Future Directions for QUT Library Services 2007–2010*. The document articulates the Library's directions with respect to learning and teaching, research, community engagement and resources.

[www.library.qut.edu.au/about/documents/PUB\\_FutureDirections2007-2010\\_FIN.pdf](http://www.library.qut.edu.au/about/documents/PUB_FutureDirections2007-2010_FIN.pdf)

### 2007 TILS SURVEY OF ONLINE SERVICES

In 2007, the Division of TILS conducted its triennial Survey of Online Services. Since 2001, these surveys have been used to measure the extent to which students interact with our electronic environment by testing levels of usage, importance of and satisfaction with selected electronic services. The scope of the 2007 survey was extended to include some physical resources, for example, Library study spaces.

Survey results indicated that students' overall level of satisfaction with online services, which includes Library services, has increased from 72 per cent in 2004 to 81 per cent in 2007. A comparison of 2001, 2004 and 2007 results also revealed a significant shift in satisfaction levels from 'satisfied' to 'very satisfied'.



All areas surveyed exceeded the Library's Key Performance Indicator (KPI) of 'more than 75 per cent positive response from any client satisfaction survey undertaken', with the exception of the Library Help Desk and the Ask a Librarian service. However, these results were influenced by a high percentage of non-usage by clients.

[www.library.qut.edu.au/about/feedback.jsp](http://www.library.qut.edu.au/about/feedback.jsp)

## LIBRARY COMMITTEE REVIEW

Due to the many recent changes that have occurred in the Library, the University environment and in the wider sphere of information science, the Library conducted a review of its committees during 2007. These changes required the review of the Library's decision-making forums, as their effectiveness is critical to our capacity to continue to offer state-of-the-art information services and our ability to plan strategically for the future. The committee review also aimed to improve internal processes by aligning with staffing changes emerging from the Library's Workforce Plan.

The review process involved consultation with members of each of the Library's committees and groups and with QUT Library staff more broadly. Based on this consultative process, a number of recommendations were formulated. As a result of these recommendations, a new Committee structure – including two new committees – were developed and will be implemented in 2008, along with Terms of Reference and defined committee protocols.

## PERFORMANCE INDICATORS AND KEY PERFORMANCE INDICATORS

In late 2007, the Library initiated a review of its Performance Indicator (PI) Matrices. A number of years ago the Library developed seven comprehensive matrices, each dedicated to detailing the performance measures relevant to a particular function of the Library's business. However, most became outdated when the Library shifted its focus and developed a suite of KPIs.

The review resulted in the reinstatement and revision of the PI matrices, which will be implemented in early 2008. The updated matrices also informed the Library's annual review of its KPIs (many of which were originally drawn from the matrices) to ensure targets and methodologies remain relevant.

According to its client service targets and KPIs, the Library's performance continued to improve during 2007. Refer to **Appendix 2** for QUT Library's Client Charter achievements.

## IMPROVED STATISTICAL REPORTING

The Library aimed to improve its statistics collection and reporting processes in 2007 with the adoption and implementation of a number of tools including:

- TrafficPro: a software product designed for measuring use of Library spaces via the monitoring of client entries and exits
- Sawmill: a product for analysing web usage.

Please refer to **Appendix 1** for a 'snapshot' of Library statistics for 2007.

## WEB USABILITY TESTING AND SITE REDEVELOPMENT

The Library continued to implement strategies and assign resources to improve the quality of its web presence. A full-time Web Content Coordinator has been appointed and is responsible for content maintenance and development, web governance, usability and user-centred design studies, quality, reporting and policies and procedures.

Web governance processes were strengthened by assigning senior staff sponsors to each content area. The role of the sponsor is to assume a strategic view of content development to more effectively integrate web development into the Library's planning and operations.

The new web site is scheduled for launch in February 2008. The redesign focuses on:

- aligning the Library's site with the University's template
- creating a flatter, more service-oriented site architecture
- incorporating findings from usability studies and user-centred design study e.g. inclusion of catalogue and federated database searches at the top level
- improving our client's ability to more easily access required information resources.

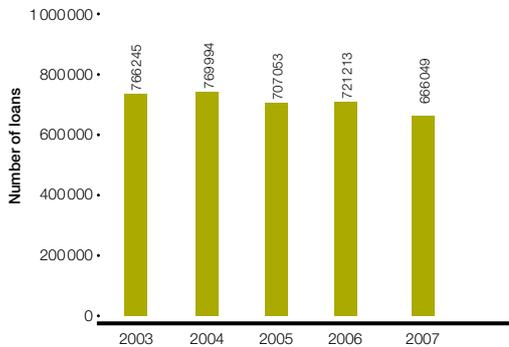
[www.library.qut.edu.au](http://www.library.qut.edu.au)



## Appendix 1: Statistical Snapshot

### Take away loans issued

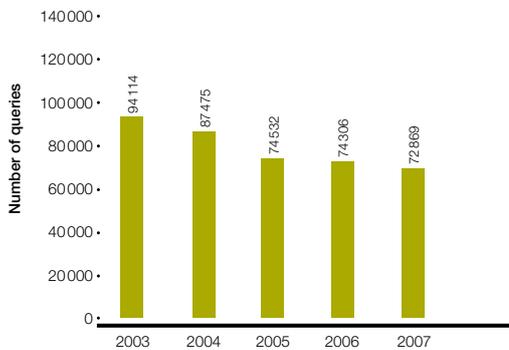
#### Annual comparison, 2003–2007



In 2007, QUT Library's 'take away loans' for monographs totalled more than 666,000. This is a decline of approximately 8 per cent from 2006. This decline is in line with national trends. However, it is important to note that during 2007 there were significant improvements in discoverability and access to electronic resources e.g. eBooks, Quick Article Search, QUT Full text finder.

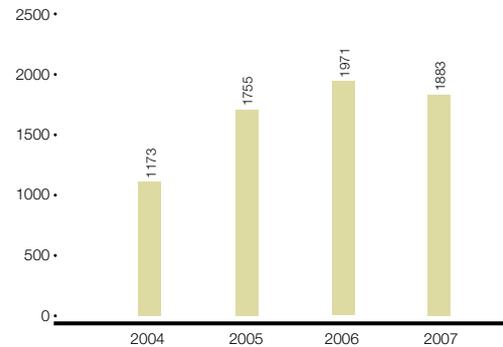
### Help Desk queries

#### Annual comparison, 2003–2007



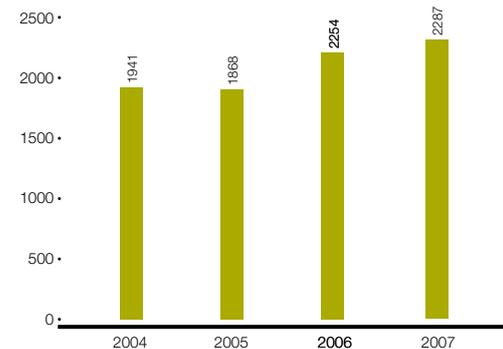
### Chat sessions

#### Annual comparison, 2004–2007



### Email enquiries

#### Annual comparison, 2004–2007



The number of queries received at the Library's Help Desks declined marginally when compared with 2006 and usage of virtual reference services (chat and email) has remained steady. Improvements in

- discoverability of information resources
  - self help and
  - investments in assisting students to be able to locate information resources through information literacy classes
- are all factors contributing to a decrease in the number of students requesting assistance.

## Appendix 2: Client Charter Report

[www.library.qut.edu.au/about/documents/client\\_charter.pdf](http://www.library.qut.edu.au/about/documents/client_charter.pdf)

The Library's Client Charter describes what the Library does for its clients and how the Library and its clients might work together to achieve even more.

### SERVICE: PROVIDE MATERIALS NECESSARY FOR TEACHING, LEARNING AND RESEARCH. THIS MEANS WE WILL BUY IT OR BORROW IT IN PRINT OR ELECTRONIC FORMAT.

Target	Achieved
100 per cent of obtainable items on reading lists held by the Library or on order and 90 per cent of information resources sought by undergraduates held in print or electronic collections	Target met.  Target met (print). Results from the last Materials Availability Survey in 2005 indicated that up to 94 per cent of print information resource items sought by undergraduates were held by QUT Library and 69 per cent were immediately available.  Target neutral (electronic). Electronic resources were not measured in 2007 as the Library is currently refining its measurement process.
90 per cent of new books and audiovisual material available for use within three weeks of receipt by the Library	Target not met. Average time from receipt to despatch was 22.4 days and just outside the 21 day target.
100 per cent of materials shelved within two days of return or in-house use	Target not met, however all branches with the exception of one achieved 100 per cent.
90 per cent of high-use materials placed in Course Materials Database (CMD) within four days of notification from academic staff	Target met. A median of two working days was achieved for 2007.
95 per cent of intercampus loans processed within two working days	Target met. 96.5 per cent of intercampus loans were processed within two working days during 2007.
85 per cent of interlibrary loans obtained from other libraries within five calendar days	Target met.
95 per cent of information resources sought by researchers available in print or electronic collections or through document delivery services	Target met.

### SERVICE: PROVIDE SERVICES TO ENABLE YOU TO USE MATERIALS EFFECTIVELY

Target	Achieved
An Information Desk which is staffed during the hours the Library is open	Target met.
Electronic information services and assistance available 24/7 through the library website	Target met.
Information literacy instruction freely available, face to face and online	Target met.

### SERVICE: PROVIDE FACILITIES FOR USE OF MATERIALS

Target	Achieved
A suitable study place always available to you when the Library is open	Target neutral. Overall the results of the survey conducted indicate that students could always find a place to sit in the library. However, the survey results indicate this seating place will not necessarily be the type of study place that students require. The survey results show that group study rooms are heavily used and students are not always able to access this type of seating.

## Appendix 3: QUT Library Staff Published Papers and Presentations

- Blumfield, T.J., Xu, Z. & **Prasolova, N.V.** (2007). Sampling Size Required for Determining Soil Carbon and Nitrogen Properties at Early Establishment of Second Rotation Hoop Pine Plantations in Subtropical Australia. *Pedosphere*, 17(6), 706–711.
- Callan, P.A.** (2007). But wait! There's more! : Using your ePrint repository to advance multiple institutional objectives while protecting (and advancing) your open access objectives (conference poster). *OAI5 5th Workshop on Innovations in Scholarly Communication*, 18–20 April. Geneva: CERN.
- Cochrane, T.G. & **Callan, P.A.** (2007). Making a Difference: Implementing the ePrints mandate at QUT. *International Digital Library Perspectives* 23(3), 262–268.
- Collins, S.** (2007). Collaborating effectively – what do we really need? Presented at the Librarians' Information Literacy Annual Conference (LILAC), 26–28 March. United Kingdom: Manchester.
- Dearden, R.**, Gordon, K. & Wilson, F. (2007). Sharing the passion for Information Literacy and lifelong learning: partnerships between school and tertiary libraries. Presented at the ASLA XX Biennial Conference: Hearts on Fire: Sharing the Passion, 2–5 October. Australia: Adelaide.
- Hobbs, H.** (2007). Engaging Diverse Distance Learners with Information Literacy. Presented at Information Online 2007, 31 January. Australia: Sydney Convention Centre.
- McKeon, K., **Rossitto, L. & Thompson, E.E.** (2007). *Arlis/ANZ 2.0. Arlis/ANZ Journal: Journal of the Arts Libraries Society*, 63, 35–41.
- Stokker, J.** (2007). Clients Needs: The Foundation for Service Development and Workforce Planning for the Future. Presented at The Academic Librarian: Dinosaur or Phoenix? Die or Fly in Library Change Management, 11–12 April. Hong Kong: The Chinese University of Hong Kong.
- Stokker, J.** (2007). Workforce Planning: Building Your Future Workforce Today. Presented at the 4th Universities' HR Benchmarking Conference, 17 October. Australia: Sydney.
- Stokker, J.** (2007). University Libraries – the Future. Presented at the University of Queensland Library Future Focus Sessions, 30 October. Australia: Brisbane.
- Thomas, J.A.**, Middleton, M.R. & Warren, M. (2007). Preparing resource discovery for digitised music – an analysis of an Australian application, in *Proceedings of the 7th ACM/IEEE Joint Conference on Digital Libraries (JCDL 2007) – Building and Sustaining the Digital Environment*, eds. Larson, R., Rasmussen, E., Sugimoto, S. & Toms, E., 298–302. Vancouver: British Columbia Press.
- Vollmerhause, K.** (2007). LibraryThing demonstration. Presentation at the QULOC Social Software in Libraries Seminar, QUT Library, 10 October. Australia: Brisbane.
- Williams, G., Robson, S. & **Dearden, R.** (2007). Sources for Courses: The Development of an Online Web Resource for Contextualised Learning. Presented at the ANZIL Symposium Series Seven: Why we do what we do: Theory and action, 29–30 October. Tasmania: University of Tasmania, Hobart.

## Appendix 4: Library Management Group

### Director, Library Services

Judy Stokker/Jenny McCarthy (Acting)

### Associate Director, Library Services (Development)

Jenny McCarthy/Sarah Fredline (Acting)

### Associate Director, Library Services (Information Resources)

Carolyn Young

### Systems Manager

Sarah Fredline/Cathy Slaven (Acting)

### Manager, Library Resource Services

Ann Huthwaite

### Branch Library Manager (Carseldine)

Stephen O'Driscoll/Alice Steiner (Acting)/Helen Hobbs (Acting)

### Branch Library Manager (Gardens Point)

Robyn Smith/Colin Bain (Acting)/Margrethe Gould (Acting)

### Branch Library Manager (Kelvin Grove)

Richard Dearden/Sarah Fredline (Acting)/Margrethe Gould (Acting)

### Branch Library Manager (Law)

Cathy Crawford/Susan Carter (Acting)

### Quality and Planning Manager

Leanne Levinge



L to R back row: Stephen O'Driscoll, Robyn Smith, Cathy Slaven, Cathy Crawford, Richard Dearden, Ann Huthwaite  
L to R front row: Sarah Fredline, Judy Stokker, Carolyn Young  
Missing: Leanne Levinge

## Appendix 5: External Committee Memberships

### Colleen Cleary

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

### Cathy Crawford

- Member, Australian Law Librarians Association (ALLA), Queensland, Executive Committee

### Richard Dearden

- Member, Australian and New Zealand Institute for Information Literacy (ANZILL) Program Committee

### Lynn Evans

- Committee Secretary, Australian Library and Information Association (ALIA) Health Libraries Australia (Queensland Regional Group)
- Convenor (from Dec 2007), Queensland Users of Libraries Australia (QULAG)
- Chair, Libraries Australia Forum

### Sarah Fredline

- Member, QULOC Staffing Issues Working Party

### Gillian Harrison

- Member, Stafford Teacher-Librarian School Co-operative Network

### Ann Huthwaite

- Member, Australian Committee on Cataloguing (ACOC)

### Leanne Levinge

- Convenor, QULOC Quality Issues Working Party

### Julanne Neal

- Member, Conference Organising Committee, Beyond the Hype 2008: Web 2.0
- Member, Australian Library and Information Association (ALIA)
- Queensland Inter-Library Liaison (QUILL) Committee
- President, QUT Information Professionals Alumni Chapter

### Judith Peacock

- Co- Executive Director, Australian and New Zealand Institute for Information Literacy (ANZILL)
- Invited member, IFLA Information Literacy Section
- Member, QULOC Information Skills and Services Working Party

### Cathy Slaven

- Member, QULOC Information and Communication Technology Working Party

### Judy Stokker

- Member, Council of Australian University Librarians (CAUL)
- Member, Libraries of the Australian Technology Network (LATN)
- Member, University Librarians Group, Queensland Universities Library Office of Cooperation (QULOC)

### Jenny Thomas

- Vice President, QUT Information Professionals Alumni Chapter

### Ellen Thompson

- National President, Arts Libraries Society of Australia and New Zealand (ArliS/ANZ) (also Chair, Queensland Chapter)

### Jane Turnbull

- Member, QULOC Lending and Document Delivery Group

### Carolyn Young

- Chair, QULOC Information Resources and Access Working Party
- Chair, QULOC Health Libraries Reference Group



