QUT Library
Annual Report 2012

LIBRARY

a university for the **real** world®

2012 QUT Library Achievements

IN PERSON VISITORS
over
2 148 700

enquiries 37 250

31 895 ATTENDEES @ Library tours and workshops

INDIVIDUAL STUDENT CONSULTATIONS/ APPOINTMENTS 1102

2130
attendees at library research seminars and workshops

388 431
eBooks available

113 373
eJournals

research consultations
768

677
online database

465 312 physical items

Information resources

In 2012, QUT library became the first library in the world to work with Kanopy to develop a patron-driven selection model for online videos. Students drive the online video selection by viewing the video online, which informs the library's system and then purchases these. Streaming video resources are a promising new format for the library's collection.

There was a major increase in online resources with a record number of eBooks (388 431) and eJournals (113 373) available to QUT staff and students. eBook downloads for 2012 (1 751 618) exceeded the number of print book loans (429 429).

In addition to a range of new eBook packages, a number of new online database subscriptions were purchased to support teaching, learning and research. Significant new databases included: Wharton's Research Data Service (financial dataset); Informa Healthcare Archive; IBISWorld (market research); PsycTests; PsychTherapy; and the Alexander Street Press online video collection.

The library added 22 290 print books to the collection in 2012.

Service Target achieved – 100 per cent of resources were shelved within two days of return or in-house use.

The Cilento Gift

The Cilento Gift – a gift of books and memorabilia from the late Diane Cilento's estate was installed at the Kelvin Grove library in October 2012. It was complemented by a website and digital collection of play scripts www.library.qut.edu.au/about/collections/cilento/index.jsp

Diane Cilento was the first Artist in Residence for QUT's Creative Industries Faculty. She worked closely with students and presented guest lectures.

Research and innovation

EXCELLENCE IN RESEARCH AUSTRALIA (ERA)

The library played an important role in the university's submission for Excellence in Research Australia (ERA) 2012. More than 2500 full-text journal articles, conference papers, books, book chapters and creative works were sourced, stored, tested and made available in the closed repository to support the ERA peer review process.

QUT EPRINTS

QUT's repository of research outputs, QUT ePrints eprints.qut.edu.au continued to rank prominently in the Ranking Web of Repositories.

At the end of 2012, more than 20 000 full-text research articles had been deposited in the repository and 8.7 million downloads had been recorded. On average, 213 763 documents were downloaded from QUT ePrints each month during 2012.

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

DOCUMENT DELIVERY

2012 saw the implementation of the new Document Delivery system Virtual Document eXchange (VDX) used for obtaining documents not held by QUT library. The new VDX provided a number of benefits to researchers including improved service speed, delivery of a higher proportion of requested articles electronically and enabled researchers to track their requests.

QUT staff and research students use of the service remained steady between 2011 and 2012.

Service Target achieved – 85 per cent of document delivery requests were met in four days.

RESEARCH SKILLS SEMINARS AND WORKSHOPS

The Research Support Seminar Series gained momentum in 2012 with a 60 per cent increase in overall attendance (2130) compared to 2011 (1328). The range of seminars and workshops were also expanded with the introduction of new sessions including, *Creative Commons Licences for Research;* and *Ethics, Consent and Data Sharing.*

The research seminars and workshops were well received:

'I'm a beginner masters student and found the session [Keeping up to date session] very

enlightening as a start. Will contact Health faculty's research librarian in the future for specific guidelines. Thank you'.

'Thank you. Good ideas for our grant!'

The library provides support for individual researchers and in 2012, Liaison Librarians provided 768 individual consultations with QUT researchers.

Service Target (30 per cent) exceeded – attendances at library research support events equalled 58 per cent of the Researcher and Higher Degree Research (HDR) student population.

RESEARCH DATA MANAGEMENT

The library continued to work on a number of initiatives to build eResearch infrastructure and services. QUT received funding for two Australian National Data Service (ANDS) projects.

The ANDS Gold Standards Record Exemplars project was completed and the records are available on Research Data Australia researchdata.ands.org.au QUT developed a manual of best practice for other institutions to use, to describe research datasets and research activities to facilitate sharing or reuse.

The Research Data Finder researchdatafinder.qut.edu.au/vivo repository site was produced to beta level under the ANDS Metadata Store project. QUT Research Data Finder will be made available to QUT staff in 2013 and will enable QUT to promote the visibility of QUT research data, enable smoother data management practices, and promote opportunities for collaboration and cross-disciplinary research.

SCHOLARLY PUBLISHING SUPPORT

The Library provided financial support for QUT researchers to publish articles in selected Open Access journals. In 2012, the library funded 81 articles to be published in Open Access journals, a 50 per cent increase from 2011.

TRACKING RESEARCH IMPACT

Library staff worked on a number of Tracking Research Impact Reports for the Deputy Vice-Chancellor (Research and Commercialisation) to assist with developing the university's research profile. The library also subscribed to the online database, Thomson Reuters InCites (citation reports), which enabled researchers to generate impact research reports to show and compare QUT's performance with other Australian institutions.

Learning and study support

ENQUIRY SERVICES

In semester two, extended chat hours were offered seven days a week to students both on and off campus, to assist with study and research enquiries. The extended hours were well received and usage continued to grow. In 2012, staff answered 4855 library chat and email enquiries, in addition to the 131 984 enquiries at the Learning and Research Desks.

Service Target (85 per cent) exceeded – 93 per cent of students were very satisfied/ satisfied with the Learning and Research Desk service.

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

Students and staff can now access the AskQUT service on their mobile devices via the QUT mobile website, as well as via the QUT iphone app. The AskQUT service experienced an increase of 63 per cent in FAQ searches (390 293) and 22 per cent increase in the number of email enquiries (80 869) compared to 2011.

ONE-TO-ONE ASSISTANCE

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

The Study Solutions service provides students with individual study support. Students are offered one-to-one 25 minute appointments, which they book through an online booking system. In 2012, the number of appointments increased by 38 per cent (658 appointments), compared to 2011 (477 appointments).

The 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 general study support services for at risk and high needs students. In 2012 there were 444 ASA consultations, representing a five per cent increase since 2011 (423 consultations).

WORKSHOPS AND TOURS

The 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 2012, with an overall attendance of 31 895. QUT ranked third out of all Australian university libraries for the number of students attending a library workshop or tour in 2012.

Service Target (75 per cent) exceeded – 97 per cent satisfied/very satisfied with the tours and workshops.

IFN001: ADVANCED INFORMATION RESEARCH SKILLS (AIRS)

IFN001: Advanced Information Research Skills (AIRS) is an information and research skills unit for Higher Degree Research students and researchers. In 2012, AIRS was redeveloped in accordance with the recommendations from the review in 2011. The new AIRS holds training and classes each month across three teaching periods to provide greater flexibility for research students. The revised curriculum features a broader range of research skills topics, including research data management. The new AIRS website airs.library.qut.edu.au was also launched.

The feedback from research students has been positive.

'I have downloaded the new material. It is really good and easy to follow.'

'I found attending the AIRS course truly very worthwhile, and I greatly appreciate your sage input into my time in Brisbane…'

'AIRS looks fabulous! I see there's been a move away from the graphical interface. Although that interface was good, it really was too small to read. … I think the progression of all the info is clear, useful, easy to access all the mp3s and pdfs, and it's just so user-friendly. Wish we'd had this last semester…'

STUDY SMART
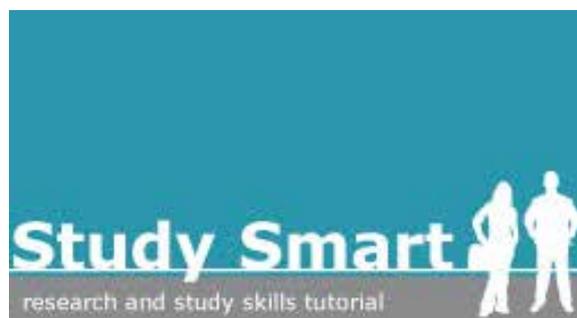
A new version of the library's online information literacy tutorial Pilot was released in semester one 2012. Now called Study Smart **www.studysmart.library. qut.edu.au** the tutorial aims to include academic and information literacy skills and includes new and improved tasks. There are also summative activities on QUT Blackboard that allow teaching staff to manage grades and monitor completions.

COMMUNITY ENGAGEMENT

In 2012, Cavendish Road State High School endorsed Studywell as their school's central study-resources suite for use by both students and staff. The endorsement of Studywell follows the school's use of QUT cite|write as its referencing policy. Although many schools use Studywell, this is the first endorsement as a school's 'central resource'.

Studywell is a collection of online learning resources for both information literacy and study skills. Resources include templates, activity sheets, visual and text-based guides, multimedia resources and links to local and external web resources grouped according to common academic endeavours. Studywell is available at **www.studywell.library.qut.edu.au**

The Library collaborated on a range of learning and study initiatives across the university, as part of the Widening Participation program. Highlights include the library workshops conducted for year 11 and 12 students at the Bribie Island State High School; and library tours and workshops for year 11 students attending the Explore Uni Days at the Gardens Point and Kelvin Grove campuses.

The Becoming a Successful Student **www.successfulunistudent.com.au** website was developed in late 2012 and will be used as a mediated teaching resource for aspiring and transitioning students.

New Caboolture Library

The new Caboolture library building opened on 26 November 2012 and provides a learning and social hub for the Caboolture campus. The library also offers technology-equipped group areas and computers for student use.

Kelvin Grove Library awards

The Kelvin Grove library was awarded a 2012 Queensland Architecture Award under the category of Interior Architecture.

The Kelvin Grovel library was awarded a *Council for Educational Facility Planners International (CEFPI) Regional Award* under Category 2: Renovation/ Modernisation of an Entire School/Major Facility.

Information management

The library's Information Management (IM) service aims to help the university to work more efficiently and effectively by providing advice and guidance to individual areas and during the development of QUT-wide policy and governance. Major achievements for 2012 include:

• Working with Information Technology Services (ITS) to lead the upgrade of the university's SharePoint platform. The new platform has improved cross-browser accessibility, provided a new user interface and simplified site and content management. The QUT SharePoint collaboration platform has grown from an average of 400 users per month to more than 4 000 over two years and the upgrade supports QUT users to make the best use of the service.

• Facilitation of the Info Solutions Forum. This forum is held twice a year to raise awareness of information

New Caboolture Library

management projects and initiatives that are underway. The Info Solutions Forum attracts a wide cross section of attendees from different faculties, divisions and institutes. Feedback received was positive with more than 90 per cent of respondents at each forum in 2012 rating the event as good or very good overall.

- In collaboration with ITS to develop guidelines and resources to manage the university's exploitation of externally hosted services, both at the enterprise and individual level.

- Hosting the UniPoint 2012 conference on 8 November 2012. The conference was attended by 70 delegates from 15 Australian universities and provided the opportunity for information and experiences exchange between the delegates.

- The IM team provided intensive information management support and advice to the Faculty of Law; Division of International and Development; Office of Research; and Equity Services.

People, Culture and Sustainability

BUSINESS CONTINUITY PLANS

In 2012 *Library Business Continuity Plans* were developed and tested, to ensure the management of critical business process risks. The *Business Continuity Plans* and the library's existing *Business Resumption Plans* align with the university's risk management approach.

LIBRARY WORKFORCE PLAN

A number of the Library Workforce Plan strategies were implemented in 2012 to assist the library to plan for future workforce needs.

A library staff training needs analysis was conducted in 2012 and the results will be used to inform the 2013 Library Staff Development Program.

The library reward and recognition program was revised in 2012 and the recommendations will be implemented in 2013, including the creation of two new awards, the Clever Idea and Implementing the QUT BluePrint Awards.

LIBRARY FIVE-YEAR PLAN FOR PHYSICAL COLLECTIONS

The *Library Five-Year Plan for Physical Collections* was developed and implemented in 2012. The Plan will assist with the optimisation of existing collection space and will also predict future needs as the library continues the transition from print books to ebook format.

LIBRARY RESOURCE MANAGEMENT

In 2012, the library implemented efficiencies in library resource selection and processing. The library completed its first cycle of automated book selection, as well as implementing the use of shelf ready services to reduce ordering and delivery time.

LIBRARY

Queensland University of Technology
GPO Box 2434
Brisbane QLD 4001

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

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

Caboolture Library
L Block
Manley and Tallon Streets, Caboolture

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

www.library.qut.edu.au