

UTS: LIBRARY 2003 YEAR IN REVIEW ←

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UNIVERSITY OF
TECHNOLOGY SYDNEY

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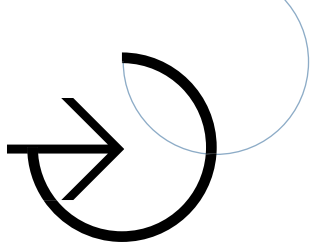
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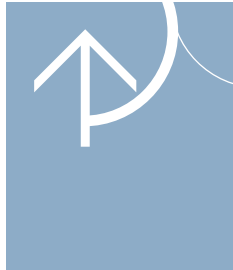


2003 OVERVIEW

EXTENDING THE BOUNDARIES

"Extension" and "upgrading" are words which feature in many of the summaries of the achievements of 2003. They apply to the Library's IT infrastructure, our services, the content we deliver, our outreach programs and the management of the Library.

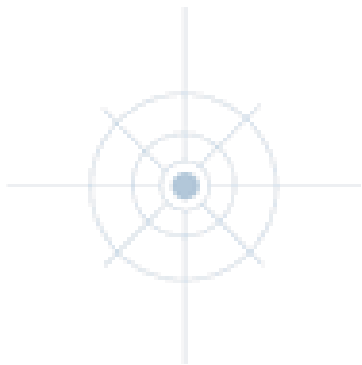
One of the most notable innovations which illustrate UTS Library's way of going the extra step this year was the introduction of our orange T-shirted Rovers. They are students providing support to students throughout the Library and their assistance has been much appreciated by clients. Outreach to clients has also been demonstrated by providing 'clinic hour' services in locations outside the Library and the extension of ALIVE, our online real-time reference service.



A longstanding problem at the Blake Library (City Campus) has been the unacceptably high level of theft of students' property – purses, mobile phones, laptops – by gangs of professional thieves. A cost of our valued CBD location, this problem forced the Library to introduce card-operated access gates in April 2003. They have almost totally eliminated theft while enabling all UTS students and staff, all students and staff from other Australian universities and SIT, visiting scholars and members of the public with a personal research interest to enter on production of identification.

An enormous amount of digital content was added this year including many databases and fulltext journals as well as e-Books, especially those from Project Gutenberg. We became active in the Australian Digital Theses program with the loading of Professor Joyce Kirk's thesis. Wrapped around all these digital services is the novel SuperSearch system which was upgraded this year. UTS Library's leadership in introducing this system has led to many requests for demonstrations and advice to other libraries which are considering or beginning to introduce it.

Internationalisation of the Library was reflected in the expansion of resources in languages other than English, the addition of a Chinese language interface to the catalogue and new Library guides in Arabic and Bahasa Indonesia as well as specialised services for students and faculties. Many overseas visitors came and a number of Library staff undertook international activities, notably the University Librarian who was elected as President-elect 2003-2005, President 2005-2007 International Federation of Library Associations and Institutions (IFLA), the global organisation for libraries and information services.



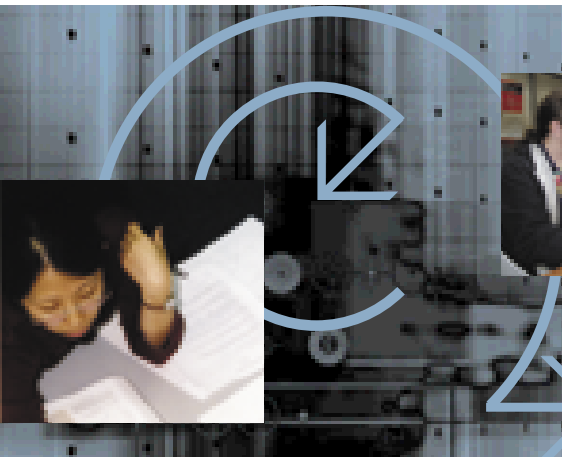
We continued to innovate in our management by broadbanding almost all of the positions in the Library to create better opportunities to reward high performing staff members and also a more flexible staffing structure. The introduction of the Library Conversations program added to the range of staff development opportunities available to those working in the Library.

Feedback from clients through our quality assurance processes confirmed that UTS Library is performing well for its clients. Regular surveys, discussions with client groups and individual comments help inform our planning. Pilots and careful project planning help us turn ideas into effective client-focussed services.

The major area in which we face difficulties is the building housing the City Campus Library. It is too small and is poorly configured for a modern university library. Despite many small improvements to its appearance, it remains inadequate and reflects poorly on the University. At the end of 2003, we had to move all of our holdings of journal issues published before 1991 into storage because of that inadequacy: an exercise we will have to repeat as the Library fills. We hope that a better long-term solution will be found soon.

Alex Byrne

University Librarian



STUDENT SUPPORT

ROVERS

Wearing orange 'ask@Library' T-shirts, 'Rovers' were again at work in both the Blake and Kuring-gai Campus Libraries. Students themselves, Rovers provide other students with learning support with tasks such as logging onto computers, activating email, searching the Library catalogue, locating materials and referring matters as appropriate to Library staff.

ALIVE

Improving outreach support services, Library staff provided face-to-face assistance in 'clinic hours' in the Building 10 Learning Commons and in some faculties. Assistance was also provided by telephone through the Library Express station in Building 1, and the provision of a range of virtual and real-time referencing services.

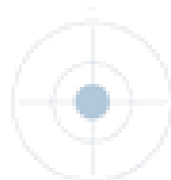
As part of its drive to provide round the clock access to Library resources (including online support and training), the Library extended the operation hours for ALIVE, the Library's online, real-time reference service.

BELL PROGRAM AND INFORMATION LITERACY FRAMEWORK

The UTS Library has again shown support for, and contributed to, the UTS BELL Program and the development of an Information Literacy Framework, to integrate learning skills into the curriculum. These initiatives recognise the need for students to acquire a range of attributes in addition to the knowledge and skills derived from their particular courses of study, if they are to reach their full potential as both students and graduates.

SUBJECT READERS

Library staff have continued their collaboration with others in the UTS community in support of student learning. Subject readers available for loan in the Library through collaboration with the Students' Association and Printing Services ensure that all students have ready access to the them.



ELECTRONIC RESOURCES

DIGITAL THESES PROGRAM

We can expect a higher research profile for UTS and its students since the UTS Library and the University Graduate School collaborated to contribute the first UTS theses to the Australian Digital Theses program (ADT) this year. The program promotes postgraduate research by publishing research theses online. The ADT provides not only a permanent, secure PDF version of a thesis but also easy worldwide access to theses for colleagues and collaborators. Individual researchers and their institutions also achieve a higher research profile for free and with little effort from the author.

SUPERSEARCH

The Library's gateway to electronic information, SuperSearch has been upgraded to offer additional features. Over 20,000 of the Library's full-text e-journals are now available from within SuperSearch.

ENDNOTE

Training in EndNote 6.0 has been made available to all UTS staff and students. This training teaches users how to create an EndNote Library and to add and manage references. Users will learn how to use Direct Export to transfer groups of references from journal databases, use connection files to transfer groups of references from library catalogues, select one or more reference styles, add references to a Word document and produce instant bibliographies in the user's choice of reference style. This software can be easily downloaded from the Library's website or purchased as a CD-ROM from the Library.

DIGITAL RESOURCES

Through participation in collaborative purchasing agreements, the Library significantly enhanced its research support capabilities, acquiring several new digital resources and extending coverage on others. New databases include:

- > IEA Statistics - International Energy Agency statistical package
- > Dissertation Abstracts - with over 16 million entries
- > EngNetbase
- > Images.md - with over 45,000 medical images from more than 80 collections and 2,000 contributors
- > Wiley InterScience EBooks Collection
- > GrantSearch
- > ICE Virtual Library
- > Springer fulltext
- > XreferPlus
- > Project Muse: a collection of full text journals from John Hopkins University Press specialising in literature, history, the arts, and social sciences

In addition to this, a number of existing digital resources have been upgraded, including:

- > Indigenous Australia Database
- > Kluwer fulltext
- > Science Direct – backfile access
- > Web of science back-files – DEST Information Infrastructure Initiative funding for 5 more years and comes with the ISI Highly Cited database

Access to virtual book collections was increased, most notably for collections such as:

- > Project Gutenberg
- > Multi-Repository Mathematics Collections – improved and extended

Student access to library resources has been greatly facilitated through the creation of a Subject Resources Portal on the Library website. With a single search by subject number or name, students can now access a variety of subject resources: Closed Reserve holdings, eReadings, Subject Reading lists – with catalogue links to all items held by the Library or on order, Subject readers, and UTSOnline.

The Digital Resources Register has also been further developed, with the provision of deep-links to full-text database articles prescribed by teachers.

Nine separate subscriptions to collections of ebooks were made available for student use, with individual ebook titles being made accessible via the Library's catalogue, as well as searchable on the website.

A new look catalogue has been launched on the Library's website, making searching more user friendly and providing links to other parts of the Library website.

IMPROVEMENTS TO INFORMATION TECHNOLOGY INFRASTRUCTURE

To better support student learning, the Library's Information Technology infrastructure has been improved with an upgrade to computers in the public areas and the installation of 36 additional ITD imaged PCs. Training rooms supporting a range of applications have also been upgraded to provide an improved learning environment and a hardware base for more intensive tasks such as multimedia use.

An exciting project has been the installation of a wireless network throughout public areas in the Blake Library (City Campus). This allows UTS students and staff with laptops fitted with wireless cards to connect to the network and access any of the networked Library resources available on 'wired' PCs.

In conjunction with barcode scanners, wireless capable laptops were used on the wireless network to conduct the collection stocktake, which increased efficiency.



INTERNATIONALISATION

CURRICULUM

In 2003, the University Librarian chaired the Working Party on Internationalising the Curriculum. In addition, with the dramatic increase in the number of UTS off-shore students, Library staff members have developed checklists for faculties offering courses off-shore to ensure that students are provided with adequate access to information resources and assistance.

Our International Librarian visited the Johns Hopkins University - Nanjing University Centre for Chinese and American Studies in China, with the aim of developing Chinese resources for the increasing number of Chinese students studying at UTS.

LIBRARY GUIDE IN 5 LANGUAGES

To assist international students studying on-shore, new Library guides in Arabic and Bahasa Indonesia were added to the Chinese, Vietnamese and English brochures already available. Library guides provide students with basic information about the Library and its services. Further, a Chinese language interface to the Library catalogue was developed to assist those students undertaking courses in Mandarin.

Information Services Librarians also contributed strongly to the UTS International Students Orientation Program, further developing their training sessions in response to new pre- and post testing.



CLIENT FOCUS

SPECIAL NEEDS

In partnership with Student Services Special Needs Staff, the Library developed new processes to improve access to material in alternate formats for those with print disabilities.

The Library's website is also more accessible to the visually impaired with the provision of a choice in font size. All pages are being reviewed to ensure that they meet the internationally accepted W3C web accessibility guidelines.

SECURITY

A safer, more secure environment was created and access to resources maximised through the installation of access gates in the Blake Library (City Campus). This initiative has been successful in reducing theft whilst continuing to provide access for personal researchers in the community and other reciprocal borrowers.

SURVEYS

In 2003, the Library conducted a number of surveys to ensure the ongoing relevance and continuous improvement of our services.

Examples include:

- > CAUL Materials Availability Survey
- > Rodski Library Client Satisfaction Survey
- > Subject Readers Survey
- > Reference Focus Groups

These surveys were conducted in addition to the biennial UTS Student Satisfaction Survey.

Whilst the Library usually rates highly in both importance and performance in UTS student surveys, the Library were pleased to note some performance improvements in our Library survey ratings compared with last year's results.

Areas of concern continue to relate to the printed collections, computer accessibility and the overcrowded Library environment.

2003 saw significant effort expended by Library staff planning for improvements to the physical Library environment through a number of strategies.

MANAGEMENT

BROADBANDING

UTS Library became the first university library in Australia to broadband almost all Library positions across two levels. This has created a flexible staffing infrastructure that will contribute to a more responsive and creative University Library whilst establishing improved career paths and incentives for our highly competent and talented staff.

The first round of broadbanding advancements resulted in 60% of applicants achieving advancements to the higher level, and 9% receiving advanced incremental progression.

BENCHMARKING

The Library has continued its policy and practice of exchanging expertise and benchmarking with other university libraries, focussing this year on short, informal staff visits between UTS and the University of New South Wales.

LIBRARY CONVERSATIONS

In 2003 the Library Conversations Program was established. It aims to keep staff up to date with developments in the profession and topics of strategic importance to UTS. The following speakers engaged in conversation with Library staff:

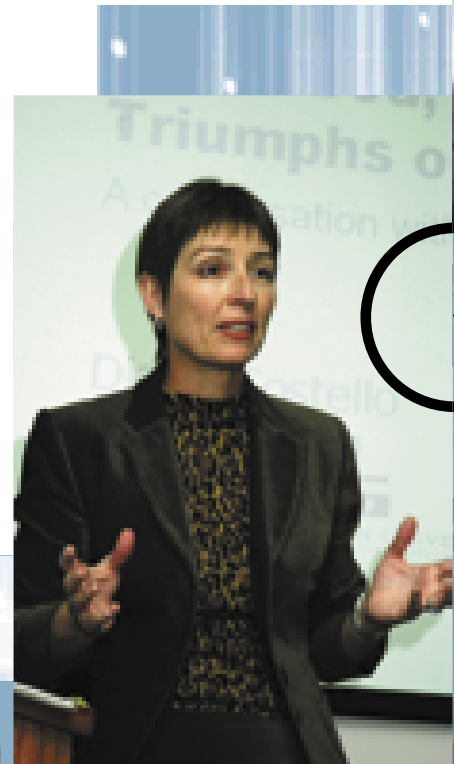
- > Britta Bruce, Director, UTS Connections
- > Dr Susan Tiffin, Director of the UTS Building Capabilities Project
- > Diane Costello, Executive Officer to the Council of Australian University Librarians (CAUL)
- > Alex Byrne, University Librarian, UTS and President Elect of IFLA
- > Eve Woodberry, University Librarian, UNE and 'Copyright guru,' CAUL
- > Kevin McCarthy, CFO, UTS
- > Ross Milbourne, Vice Chancellor, UTS

COMMUNITY

MARKETS FORUM

Continuing its series of challenging, informative and inspiring talks, the Library's Markets Forum has gained increased recognition and popularity with groups internal and external to UTS. This year, presentations included:

- > 'Digital databases: imagining the past,' Professor Ross Gibson, Research Professor, New Media and Digital Culture, UTS
- > 'e-Learning content is dead: can learning design breathe new life?' Dr. James Dalziel, Adjunct Professor and Director of the Macquarie University e-Learning Centre of Excellence
- > 'Refugees and writing,' Tom Keneally, in association with International PEN's Sydney Centre and the Faculty of Humanities and Social Sciences, UTS





LOCAL AND GLOBAL PARTICIPATION

STAFF INITIATIVES

UTS Library staff have also actively participated in formal and informal UTS activities including membership of boards, committees, informal working groups and social groups.

In addition, the UTS Library continued to position itself as a strong collaborator and contributor in Australia and overseas, particularly through:

- > Active participation in the ATN libraries group (LATN) and the Council of Australian University Librarians (CAUL)
- > Playing a leading role in the activities of the International Federation of Library Associations and Institutions (IFLA)
- > Developing partnerships with overseas and local universities on specific projects
- > Hosting visitors from a number of institutions in Thailand, Indonesia, the United States, the United Kingdom, Japan and China

A number of Library staff members also delivered papers at various Australian and international conferences.

Following his election as President-elect of IFLA, Alex Byrne led the IFLA pre-Summit conference Libraries@the HEART of the Information Society which was held in the Assembly Hall of the Palais des Nations in Geneva and attracted librarians and government representatives from 70 nations.

Alex also spoke during the year at IFLA's World Library and Information Congress in Berlin, the Conference of the International Association of Technological University Libraries in Ankara, Turkey, at Elsevier Library Connect Seminars in Sydney and Brisbane, at the Beacon on Freedom of Expression Conference in the new great library of Alexandria, the Bibliotheca Alexandrina. He published articles on a range of topics relating to libraries including several on issues concerning ethics, democracy and censorship.

Fides Datu Lawton, Director (Library Resources Unit) gave two papers at the 'International Conference on Spanning the Digital Divide: the Development of Digital Libraries' in the Philippines. This was prepared in collaboration with Sally Scholfield (Information Services Manager) and Anne-Maree Dwyer (Information Services Librarian), and highlighted the UTS Library's key initiatives on delivering electronic information resources to clients.

Ann Flynn, Serials and Interlending Manager, and Amani Gadallah, Team Leader (Serials and Interlending) delivered papers at a seminar titled 'E-topia-Everything you want from a Single Search,' organised by the Queensland University Libraries Office of Cooperation. This paper outlined the impact a unified search interface has on the Library's capability to deliver electronic information to users.

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