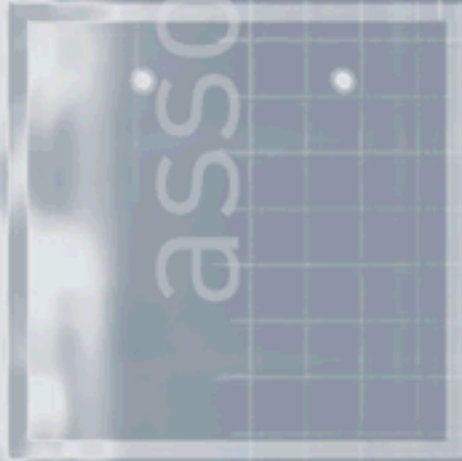


UTS: LIBRARY 2004 YEAR IN REVIEW

THINK.
CHANGE.
DO



2004 YEAR IN REVIEW

Enhancing access was the keynote for 2004. It put into effect the Library's commitment to provide the resources needed by students to pursue their studies and researchers their investigations, to help develop information literacy and to offer an environment which supports research and study both within the Library's premises and beyond, through learning commons and via electronic delivery of services.

The launch of the Information Literacy Framework was a signal event for UTS because it demonstrates the University's commitment to helping students to develop the skills to become vital actors in a modern, sophisticated information society.

As reported elsewhere in this Year in Review, many measures were taken to improve access to print collections and finding tools, including the catalogue and the Digital Resources Register which experienced extraordinary growth in usage: 53%!

Relocation of the pre-1991 print journals in the Blake Library to a stack was undertaken very reluctantly in the face of insurmountable pressures on space for collections and study areas. It had the desirable effect of permitting the shelving of new books and, coupled with some weeding of out of date materials, made it much easier to find relevant materials on the shelves. But we are monitoring the effects very carefully in case the measure should cause any serious problems for those needing to use older journals.

The space pressures, of course, have not gone away. We have just gained some breathing space while the University considers what it can do to provide adequate library space for the Library which is vital to the growing student population and burgeoning research activities.

Many initiatives have been pursued to support researchers, inquiry and publication. In 2004, they included the opening of the Scholars' Centre, the launch of UTSePress and expansion of the University's participation in the Australian Digital Theses Program. These initiatives have placed UTS Library's support for research in the forefront of contemporary Australian library practice.

All of these achievements are of course the result of teamwork: a rich partnership between our talented staff, with colleagues from other parts of UTS and from other libraries, informed by feedback from our clients and especially via the Library Users' Committee.

Alex Byrne
University Librarian

2004 OVERVIEW

TEACHING AND LEARNING

EXTENSION TO 2004 OPENING HOURS

In response to client feedback, the Library extended its opening hours from 80 to 85 hours per week at the Blake Library (City Campus) and from 77.5 to 80 at the George Muir Library (Kuring-gai Campus) during semester. At the time this brought UTS Library opening hours to the second longest for a university library in Australia.

BAYA NG'ARA NURA* LEARNING PLACE

*Language of the Eora Nation

An area was established in the Blake Library (City Campus), specifically designed to welcome Indigenous students, and dedicated to the spirit of the UTS Statement on Reconciliation.

Called Baya Ng'ara Nura, language of the Eora Nation, these words mean Read (Baya), Listen, Hear, Think (Ng'ara), Place or Country (Nura).

Baya Ng'ara Nura is a learning place in which Indigenous students can study and learn together and with other students, while drawing on Library resources and learning support.

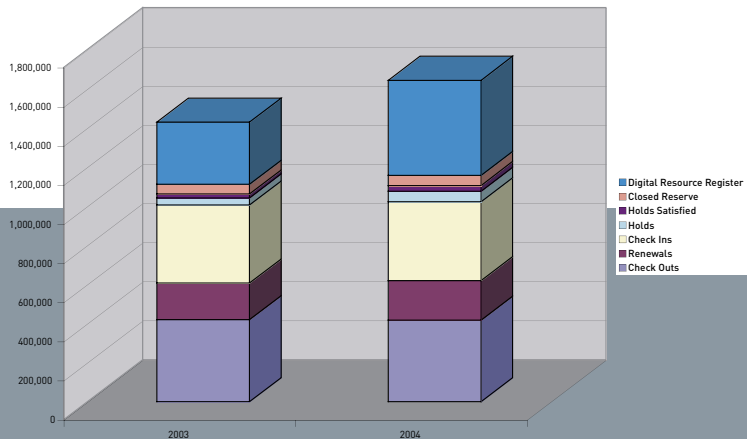
The Library hopes that Baya Ng'ara Nura will assist students to become proficient in the fundamental skills of accessing, evaluating and synthesising information and in achieving their educational goals with confidence.



IMPROVING ACCESS TO THE COLLECTIONS

Personal borrowing information was made more accessible from both the Library catalogue and Library homepage. Once users have logged into MyLibrary, they can check when items are due for return, renew items, check requests (or bookings), and register for email reminder notices regarding items due for return. MyLibrary also allows users to set up a list of Preferred Searches from the catalogue by simply clicking on a button. Thanks to these new processes, the number of holds placed by Library clients increased by 50% over 2003. Loans increased this year to 669,459 a 1.8% increase over 2003 despite the availability of e-resources.

Circulation Activity 2003 v 2004



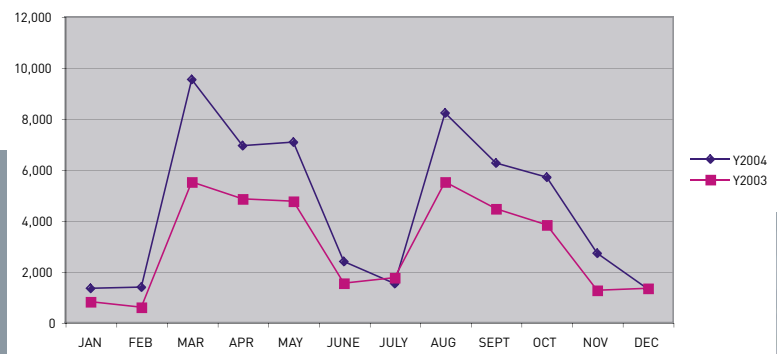
Recent enhancements to the Library catalogue mean that for all UTS staff and students, a single process now applies when requesting items held at another campus library. This includes both books and journals. The request item function can also be used when requesting items which are out to another borrower, or journal articles and/or volumes held in the City Stack.

The non-serial collections received a considerable boost in 2004 with the inclusion of large collections of e-books in Chinese. The e-books collection provides increased opportunities for students to access the materials they need wherever they are.

The Digital Resources Register was also heavily used in 2004 with UTS staff and students accessing eReadings 486,836 times, a 53% increase over 2003.

To relieve pressure on existing shelf space and accommodate future growth of the collections, the Library moved all pre-1991 print journals held at the Blake Library (City Campus) into a temporary storage area known as "City Stack". Relegated items or copies of articles from them can be requested online or in person and will be supplied the same or following day. The relegation of lesser used material has improved access to the more heavily used collections for clients as reshelving is faster and items easier to find.

Holds - All Campuses



NEW TECHNOLOGIES FOR STUDENTS WITH DISABILITIES

UTS Library regularly reviews the operation of its Special Needs Rooms by liaising with the UTS Student Services Unit and with students themselves about their adaptive technology requirements.

The provision of course material in alternative formats for students with print disabilities is a priority for UTS. In 2004, UTS Library worked with the Student Services Unit to develop a much improved service for students. Kurzweil 3000, Textaloud and Dragon Naturally Speaking are new technologies that were acquired by the Library.

These products provide solutions which include allowing users to input computer text or control applications by using voice commands instead of via the keyboard or mouse.

The Library has converted whole books, lecture notes, journal articles and Course Readers into formats compatible with assistive technologies such as Kurweil, and developed a process through which protected web pages allow students access to their adapted material, on and off campus, 24x7.



PROVIDING SEAMLESS ACCESS TO INFORMATION

In 2004, the Library improved the functionality of SuperSearch - a combined finding tool that searches across several databases, many Australian University Library catalogues and other information resources. Providing seamless access, these improvements have resulted in faster and more efficient searches and better online research facilities for Library users. Support for off-campus clients was also improved through the release of a new online SuperSearch tutorial.

SUPPORTING INFORMATION SEEKERS AT THEIR POINT-OF-NEED

In 2004, the Library continued to focus on supporting information seekers at their point-of-need (in real-time). The ALIVE CHAT service enables UTS staff and students to chat online with a librarian about study-related issues including research advice, searching the Internet, using journal databases and searching the Library catalogue. Users can also browse electronic resources accompanied by a librarian who will answer any questions. Due to increased demand, ALIVE CHAT service hours were extended in the evenings and during semester.



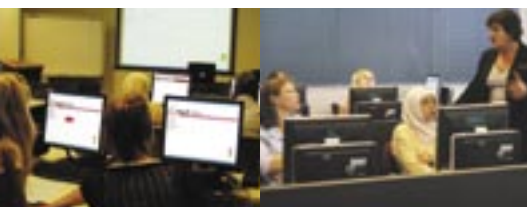
LAUNCH OF INFORMATION LITERACY FRAMEWORK

The official launch of the UTS Information Literacy Framework, available both on the Library website and in hardcopy, took place at the UTS Teaching and Learning Forum in 2004.



Library Information Services staff made presentations at the Forum, discussing how collaboration between academics, IML and Library staff resulted in information skills learning being embedded into subjects in the Faculty of Business and the Faculty of Engineering.

Designed to align with the standards set out in the Australian and New Zealand Information Literacy Framework (2004), the UTS Information Literacy Framework offers both staff and students opportunities to further develop the core competencies required to enable information retrieval and management, to undertake quality research and to develop effective lifelong learning skills.



In 2004, the Library offered a broad range of training sessions, and worked in partnership with academic staff to embed the development of critical information literacy outcomes for students in their subjects. In total, over 12,000 UTS students from all faculties participated in Information Skills training programs delivered by Information Services staff at the three campus libraries. In the newly refurbished Large Seminar Room at the Blake Library (City Campus), students accessed wireless laptops for hands-on training and benefited from advanced audio-visual presentation features, including a document visualiser. VCR and TV services have also been made available at the new trainer's lectern.

A good example of collaboration in developing information literacy at UTS was the ninety-nine hands-on training sessions delivered to students of the Faculty of Nursing, Midwifery and Health at the Kuring-gai Campus in Autumn Semester 2004. Thanks to the Faculty's strong commitment and enthusiastic support for information literacy, information skills are now fully integrated into the curriculum for both undergraduate and postgraduate students.

GETTING IN TOUCH WITH THE LIBRARY

A stylish design is one of the features of the Library Express Station installed in Building 10 in 2004. The kiosk provides fast touch-screen access to key Library services and information for those at a distance from the Blake Library.



NEW DATABASES

In 2004, a number of new databases were acquired by the Library and made accessible from the Library website via SuperSearch. Just some of the databases purchased include:

- > CRCnetBASE – a collection of electronic handbooks covering subjects such as materials, nanotechnology and engineering
- > JSTOR – a digital archive of fully searchable back issues of scholarly journals in anthropology, Asian Afro American studies, ecology, economics, education, finance, general science, history, literature, mathematics, philosophy, political science, sociology, and statistics
- > OVID – an online nursing package which replaced and added to selected print journals
- > Taylor & Francis – A multi-disciplinary e-collection of all journals published by Taylor and Francis
- > Westlaw – an online legal research service published by Thomson Legal & Regulatory Limited, providing access to a collection of legal resources, news, business and public records information
- > Springer Lecture notes in computer science online – online access to a series of monographs published by Springer
- > Sage Communication Studies – 16 full-text journals in journalism, communication, cultural studies, business communication and media, with up to 20 years of back-files

Further, on 13 December, a full-text database list was posted on the Library website, making access to e-resources more readily available to both staff and students.

RESEARCH AND COMMERCIALISATION / DEVELOPMENT

UTS ePRESS

UTS  Press

The launch of UTSePress by the Library signaled a new phase in the Library's ongoing efforts to support research and scholarship. Starting with the peer reviewed PORTAL Journal of Multidisciplinary International Studies, UTSePress (<http://epress.lib.uts.edu.au>) provides a means for UTS to use digital media for scholarly communication. ePress was launched at an ePublishing workshop hosted by the Library at which international alliances were explored. This initiative builds on the leadership of UTS Library in the provision of digital scholarly information for UTS students and staff.



SCHOLARS' CENTRE

On 28 July 2004, Professor Sue Rowley, Pro-Vice-Chancellor (Research) officially opened the Scholars' Centre, located in the Blake Library (City Campus). The opening of the Scholars' Centre marks an important development for the Library and for the University. It reflects the University's commitment to expanding and supporting research and research students. For the Library, it complements the tremendous expansion of information resources and the strong range of services offered to researchers and research students.

Specifically designed to enhance and complement scholarly research, the Centre is equipped with the facilities of an advanced academic research library such as computers, laptop wireless access, reading areas and a meeting room. The Centre provides a quiet, comfortable area from which users can access Library Information Services staff, state of the art digital resources and up to the minute software.

In addition to the purchase of new databases, the Ebrary plug-in installation on Library computers and from off-campus locations was successfully implemented, providing staff and students with access to 20,000 full-text e-books, available in multiple academic and general

EXPANSION OF ONLINE COLLECTIONS

In response to client needs, the UTS Library has again expanded its online collection with recent additions such as full-text Kluwer and Springer electronic journals. In 2004, the electronic book collection grew to 109,000, inclusive of over 86,000 Chinese books.

Current serials titles, most of which are online, now number 41,704, an increase of more than 3,000 over 2003.

Access to the online, full-text Golden Target Awards Database was made available through links on the Library website and catalogue. Golden Target Awards are premier, national awards that recognise excellence in the public relations industry. The Golden Target Awards Database provides access to electronic versions of award winning public relations campaigns held in the Blake Library (City Campus). interest areas, sheet music titles and reports.

AUSTRALIAN DIGITAL THESES PROGRAM

UTS Library continued its participation in the Australian Digital Theses Program, a program designed to make the full-text of Australian theses available online and enable postgraduate research to reach a wider Australian and international audience. The number of digital UTS theses available in the program has increased considerably. Heavily used printed theses are being scanned in as part of the Library's retrospective project, and an increasing number of recent UTS graduates have submitted their theses digitally.

RESEARCH ACTIVITY LEADS TO DEMAND FOR TRAINING

UTS Library experienced a dramatic increase in demand for EndNote training in 2004, particularly from UTS research students. EndNote is research software that assists in the effective management of research papers and references and the creation of correctly styled bibliographies. The number of EndNote classes in 2004 doubled, with approximately 500 students and staff attending training in the Library. In addition to this, the Library's Endnote FAQ web page has expanded by a factor of ten in the last year in response to questions asked by UTS EndNote users.

KURING-GAI GOES FOR GOLD WITH AN OLYMPIC BOOK COLLECTION

In June 2004, the Kuring-gai Campus Library acquired 150 large boxes containing material relating to the Olympic Games, spanning the last 100 years. This material was received following a relocation of the Olympics Research Centre from UNSW to the School of Leisure, Sport and Tourism, UTS. It now forms part of the Australian Centre for Olympic Studies (ACOS) which is expected to be launched in 2005. It is anticipated that the collection will be used by a range of people, such as students undertaking Olympic and sports subjects and international consortia planning Olympic bids and events.



STUDENT FOCUS

IMPROVEMENTS TO THE LIBRARY ENVIRONMENT

Attempts have been made to create a Library environment more conducive to modern learning practices and a pleasing atmosphere for students. Old, worn-out and unsafe furniture has been replaced with new workstations and a range of modern chairs, tables and ottomans. Feedback received has been overwhelmingly positive. However, survey results indicate that ultimately only a new Library designed to accommodate the learning and research support of today's students and staff will improve clients' satisfaction with the Library.

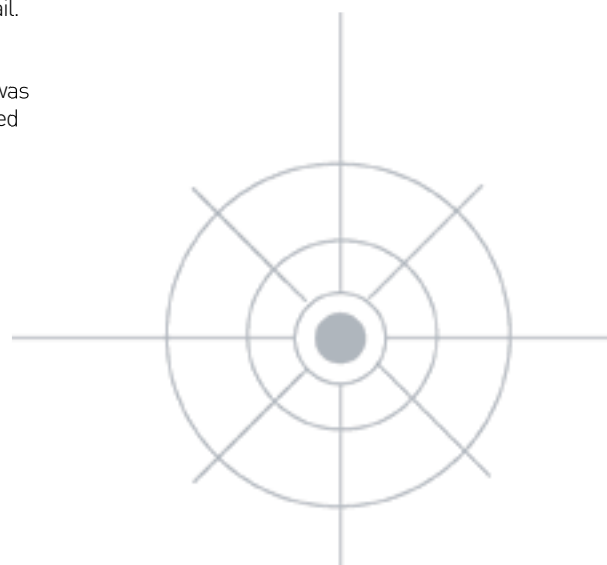
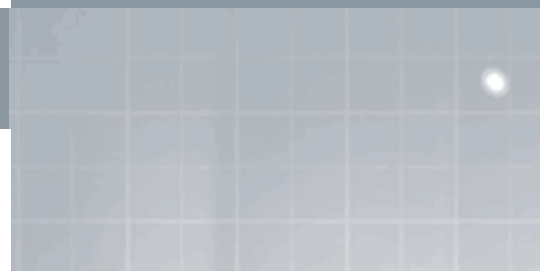
Study zones were also created to assist users in finding areas in the Library suited to their study needs. Most areas have been designated Silent, Quiet, Small Group Study or Group Discussion areas.

WIRELESS NETWORK IN BLAKE LIBRARY

Library users with laptops can now access UTS Library's online resources via wireless in the Blake Library (City Campus). Wireless now covers current seating areas on all levels of the Library and more electrical power outlets have been recently installed to use with laptops. With a wireless-enabled laptop, users can access online resources such as the catalogue, databases and ebooks, the Internet and email.

LIBRARY GUIDE IN CHINESE

In 2004, a general Library Guide in Chinese was made available on the Library website. Printed Library Guides are also available in Chinese, Vietnamese, Indonesian and Arabic.



MANAGEMENT

MEASURING PERFORMANCE

As in previous years, UTS Library employed a number of tools to measure its performance with a view to continuously improving its service to clients.

In 2004, UTS became the first Australian University to use the LibQual+ Survey instrument to survey library users' requirements and perceptions of service. Developed and heavily used by academic and research organisations in the US, the LibQual+ survey has significantly improved survey processes for the Library.

The online survey attracted 3200 respondents, a definite improvement over previous years. Overall, respondents were happy with the Library and its services. Overcrowding and lack of study space were identified as areas for improvement in the Blake Library, an ongoing challenge for UTS. However a range of measures are being introduced to address other areas where improvement was requested.

The 2004 Materials Availability Survey results showed that 64% of respondents were successful in their search for items. This percentage represents no change from last year's results and is consistent with results of Materials Availability Surveys conducted since 2001 despite a range of measures introduced to improve this score.

A survey of students with disabilities was also conducted with a view to appraising the relevance of services offered and identifying areas for improvement. Feedback was very positive but improving communication with this group was identified as focus area as many were not aware of the excellent services already available to them.

IMPROVEMENTS TO IT INFRASTRUCTURE

In 2004, the Library's Information Technology Team (LITT) focussed on improving the IT infrastructure and the Library's online presence.

Specific outcomes achieved included the delivery of timely, cost-effective and secure responses to internal and external client needs, a reduction in the number of non-authenticated workstations, improved training facilities at all Library campuses and an increase in the number of public workstations at both the Blake Library (City Campus) and Kuring-gai Campus Libraries.

In a world first, the UTS Library converted to a new Innovative Library System on a Linux platform. So far, the advantages have been faster response times and more reliable, robust computer systems.

To foster innovation and continue to meet the evolving service demands of the Library's clients and staff, LITT upgraded the printing solution for both staff and students, organised the conversion of Information Services librarians to mobile computing (allowing greater mobility within the University), and instituted audio-visual 'network streaming' for events held in the Library, amongst other innovations.



COMMUNITY ACTIVITIES AND CONNECTIONS

MARKETS FORUM

The UTS Library's Markets Forum again contributed a program of innovative, challenging and controversial presentations to the UTS and wider community. Topics ranged from Whistleblowing, Libraries, literacy and empowerment, Leadership, Libraries in civil society and Freedom of the press. Speakers included Dr Ismail Serageldin, Director, Bibliotheca Alexandrina, prize winning author Tom Keneally, Mary Chiarella, Former Chief Nursing Officer of NSW and Professor of Nursing, Midwifery and Health at UTS, Kay Roseroka, President of the International Federation of Library Associations and Institutions, (2003 – 2005) and University Librarian at the University of Botswana, Cynthia Kardell, Lawyer and President of the NSW Branch of Whistleblowers and Peter Bowden, Research Associate in the Department of Philosophy at the University of Sydney.

AN INFORMATION SHARING ENTITY

In 2004, an online discussion forum was established for all IT staff working at UTS. Designed to provide an informal collaboration space, it is anticipated that this discussion forum will be used to share knowledge, thoughts and ideas, relay news and notices from various departments and organise informal gatherings.

Hosted in the Library, the aim of the forum is to involve all IT departments throughout the University and maintain informal communication between them.

STAFF PARTICIPATION

UTS Library staff have 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 Libraries of the Australian Technology Network (LATN) and the Council of Australian University Librarians (CAUL),
- > Playing a leading role in the activities of the International Federation of Library Associations (IFLA)
- > Hosting visitors from a number of local and international institutions

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

ADDRESSES

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Kuring-gai Campus Library
Eton Rd, Lindfield

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