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UNIVERSITY OF
TECHNOLOGY SYDNEY

UTS:LIBRARY
2005 YEAR IN REVIEW
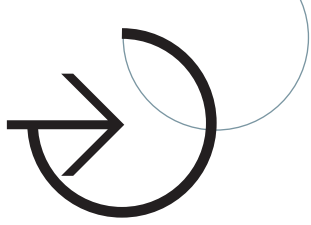
# 2005 OVERVIEW

During 2005, the Library staff achieved successes in supporting the teaching, learning and research programs of UTS.  As outlined in this Year in Review, 2005 saw significant enhancements in the delivery of services, increases in the information resources accessible to the UTS community, both onsite and remote, and improvements in our physical and IT infrastructures which underpin service delivery to the UTS community and to our growing base of associate members, including the UTS alumni.  While statistics confirm the expected high levels of use of our online resources and services, use of the physical space and print collection also continued at a high level, with 740,802 people entering the Library and book loans at 646,967 during the year.

The commitment of the Library staff in responding to client needs is evidenced by the positive feedback from a wide range of user satisfaction surveys.  The results from surveys this year and various focus groups indicate continued improvements in many areas and a high level of client satisfaction with the quality of the Library's services. It is extremely pleasing to see a consistent high rating given to the Library staff and the quality of their work.

The year also saw strong collaboration between the Library staff and colleagues within the university. Library staff were on faculty boards, various committees and working groups. Strong working relationships with colleagues in Australian universities were forged through joint projects with members of the Council of Australian University Librarians (CAUL) and the Librarians of the ATN. Our collaboration with Charles Sturt, Newcastle and NSW universities in BONUS (Books of NSW Universities) greatly extends access to library materials to our staff and students.

Consistent with the University's strong commitment to internationalisation, the Library staff strengthened their international relationships by hosting visits from overseas colleagues. Staff shared their expertise and benefited from establishing lasting professional networks through presentation at conferences in Australia and overseas.

A significant development during the year was the commencement by the University

Librarian, Dr Alex Byrne, of his two-year term as President of the International Federation of Library Associations and Institutions (IFLA), the peak international organisation for the library and information profession. While this is a strong endorsement of Dr. Byrne's expertise and qualities, this appointment is also an honour for UTS and Australia.

The UTS Library's many achievements during the year would not have happened without the commitment, dedication and expertise of the Library staff.  It is an honour to have been given the role of Acting University Librarian, following the appointment of Dr. Byrne as acting Pro- Vice-Chancellor and Vice President (Teaching and Learning) and Vice-President  (Alumni and Development) from October 2005.

**Fides Datu Lawton**
Acting University Librarian

## TEACHING, LEARNING AND RESEARCH

### IMPROVED ACCESS TO RESEARCH AND COURSE-RELATED MATERIALS

During 2005 the Library continued to pursue strategies to increase the availability of research and course-related materials and facilitate access to these resources.

### Approval plans

Developing approval plans and discipline profiles with publishers to facilitate the automatic supply of newly-published material in targeted areas have proven to be a highly effective way of acquiring research and course-related materials for the UTS collection.

This year, eight additional approval plans established in the fields of adult education, accounting, engineering, architecture

and building, film studies, midwifery and science joined long-established approval plans for the Faculty of Law, three research institutes (the Institute for the Biotechnology of Infectious Diseases, Institute for Water and Environmental Resource Management, Institute for Information and Communication Technologies) and the discipline areas Indigenous issues and nanotechnology.

Collaboration between Library staff, academics and suppliers has been vital to the development of comprehensive, targeted profiles. The success of the approval plans has resulted in highly-relevant new titles being available on the shelves with much greater efficiency.

### New electronic resources

The Vice-Chancellor's Management Group provided the Library with a grant to purchase three major electronic databases, substantially improving the Library's collection of online resources. The databases, the Elsevier ScienceDirect back files, the Springer Online Journal Archive and the Gale Virtual Reference Library will expand the collection across a range of disciplines including the sciences, humanities, law, business, IT and engineering. This will provide significant support for the University's teaching and learning programs and particularly the research programs.

In all, the Library purchased 20 new electronic databases.

The Library's online resources, including these databases, are available to all UTS staff and students, including those off site and offshore.

## UTS Olympic collection one of the best in the world

The University's Olympic collection, regarded as one of the best in the world, was officially opened and housed in a dedicated Olympic Studies Room at the Kuring-gai Campus Library. The collection consists of material relating to the development of the modern Olympic Games and supports the teaching of the School of Leisure, Sport and Tourism as well as complementing the other resources for sport and leisure studies available at the Library. The collection has international significance with enquiries received from as far away as Denmark, Puerto Rico and the United States.

## BELL website: new ethics module

The UTS: BELL (Log On To Success!) Program provides a one-stop shop for students to enhance their learning skills through a variety of modules emanating from across the University.  There are modules on accessing information, writing and speaking, mastering mathematics, ethics and career development.

A highlight was the launching of a new module 'Being Ethical'. This module teaches ethical behaviour and practice in a university setting by tracing the ethical dilemmas faced by seven UTS students in areas such as whistle blowing, professional conduct, plagiarism and cultural issues.

Improvements to the design and structure of BELL website have improved its accessibility and design.

## BONUS

In collaboration with Charles Sturt University, the University of Newcastle and the University of New South Wales , UTS Library commenced a two-year pilot to trial an innovative service to make the collections of the three libraries available to UTS staff and students. This is 'unmediated interlibrary loans' and represents a huge step forward in self-service and access to collections for our users. The process is seamless to users and available from the UTS Library catalogue.

## 7-day loans

In response to feedback from Library clients, short loans were reviewed and new loan rules were trialled in 2005. Resulting improvements included enabling Library clients to renew their 7-day loans and reserve 7-day loans out on loan to another borrower. The introduction of this new rule also provided a mechanism to alert Library staff to items in high demand and additional copies were purchased. These new borrowing conditions will be implemented on a permanent basis in 2006.

## Alternative formats: extending service

With improved access to coursework material, UTS students with a print disability are now able to enrol in and successfully complete an increased number of subjects per semester.  The average number of subjects per student increased in 2005 to 2.3 from 1.6 in 2004.

The Library managed the provision of coursework material in electronic and alternative formats (Voice read and MP3) and the uploading of each student's requested coursework material onto the Library web server. In 2005, over 37,000 single pages (a 600 per cent increase of the 2004 figure) were supplied in alternative formats. Students are able to independently access this material via personalised and secure webpages. Library staff worked in collaboration with UTS Student Services Unit to extend this service.

## DEVELOPING THE DIGITAL LIBRARY

The Library continued to dedicate considerable resources to the development of a 'digital library'. An impressive array of electronic resources and services is provided through the Library website.

## Library website

New processes for checking and maintaining current and accurate information on the Library website were implemented. All content on the Library website is now up-to-date. The Library homepage was redesigned to improve access and navigation.

## Online resources

There are now over 28,000 unique full-text journals accessible to clients via links from the Library catalogue. The electronic book collection has over 75,000 items including 40,000 Chinese books.

## The Digital Resources Register and Digitisation Service

locates, creates and registers electronic copies of lecture notes, book extracts, journal articles and other print publications used for online teaching at UTS. In 2005, more than 570,000 items were requested from the Digital Resources Register representing a 20 per cent increase on the 2004 figures.

## Interlending service

This year the Library went live with the Millennium InterLibrary Loans Module. The module's integration with the Library's Innovative system ensures delivery of a more efficient, streamlined interlending service to clients as well as process improvements in the Serials and Interlending Department.

Service improvements for clients include easier access to the service for eligible clients, an automated registration process, an online copyright declaration, an integrated check of the Library's holdings, a facility to check the progress of a request and the email notification of an item's availability.

## Online reference services

There were dramatic increases in 2005 in the number of Library clients seeking assistance through the Library's online reference services with 277 per cent more clients accessing the ALIVE chat service and 93 per cent more clients accessing the email enquiries service than in 2004. Improvements to the reference services webpage on the Library website and the promotion of these reference services to UTS students in Library training sessions contributed to the increased use of these services.

**Online booking of training sessions**
In Semester 2, students were able sign up online for information skills training sessions. The online booking facility proved very popular and will continue in 2006.

**Computer facilities**
The Library provides 300 computers for client access. As one in five Library computer users now use laptops when studying in the Library, the provision of wireless coverage for all seating areas throughout the Blake Library as well as the installation of 65 new study carrels fitted with power outlets this year facilitate this preference.

**Enhancing access to online resources**
Two new search options were added to the Library catalogue. Users can limit a search to ←Online Resources→ ebooks, ejournals and online databases or ←Online Reference→ includes online dictionaries, encyclopedias, biographies, maps and some standards materials, or search the Library's entire collection ←View Entire Collection→ includes all print and online resources held by UTS Library: books, audiovisual, electronic books, electronic journals and online databases.

## INFORMATION LITERACY SUCCESSES
The Library continued to place a strong emphasis on developing information skills to facilitate lifelong, self-reliant learning development. The Information Literacy Framework, which focuses on embedding information literacy into the curriculum, continued to be promoted to the faculties. A critical component of the information literacy plan is the partnership between faculties and dedicated Information Services Librarians. Librarians worked closely with academics, researchers and students this year to develop appropriate programs to suit the needs of courses, subjects and individuals.

In 2005, librarians collaborated with academics from the Faculty of Humanities and Social Sciences and staff from the Institute for Interactive Media and Learning to embed basic information skills into three first-year core subjects. As a result of this successful collaboration, first-year students in the Faculty receive a strong foundation upon which to further develop their information literacy over the course of their academic career.

The Faculty of Engineering offers 'Engineering for Sustainability' as a first-year core subject. Students enrolled in this subject were required to complete a 25 per cent assessment task as a poster presentation. Prior to submitting their poster, the students attended a Library skills workshop designed to teach students how to research relevant and authoritative information sources for this and future assignments. In the second semester, librarians gave 17 classes to ensure each student had the opportunity for hands-on database searching. Students achieved a high standard of design and content presentation in this subject and a selection of posters will be on public display in the Library in 2006.

This year, the Information Services Librarians delivered the Information Skills Training program to more than 15,000 students through a series of practical learning and skills assessment strategies, an increase of 25 per cent over 2004. These included general orientation sessions, subject based sessions, EndNote reference management, database and Internet searching, and tailored subject-based programs.

Onshore international students benefited from the International Students Orientation Program (ISOP), especially tailored to the needs of students from other countries.

## RESEARCH AND SCHOLARSHIP
The Library supported research and scholarship at UTS by providing access to scholarly and research literature through its electronic publishing and digitisation services. The Library was also an active participant in international initiatives to facilitate open access to scholarly information.

**UTSePress**
This year, UTSePress, the University's publishing tool based in the Library, launched a second scholarly journal, in collaboration with Dr Johnson Agbinya from the Faculty of Engineering. The *African Journal of Information and Communication Technology* is a peer-reviewed, international journal covering issues on computing, electronic communications and information technology systems.

The two journals published by UTSePress, *Portal: Journal of Multidisciplinary International Studies* and the *African Journal of Information and Communication Technology*, are registered with the international Directory of Open Access Journals, a service based at Lund University, which covers free, full text, quality controlled scientific and scholarly journals.

**The Australasian Digital Theses (ADT) Program**
This year there was a steady stream of voluntary submissions and retrospective digitisation of popular theses continued. There are now over 60 UTS theses in the ADT database, which can be accessed along with print theses via the UTS Library catalogue.

**EndNote**
The Library's EndNote program continued to grow strongly with high demand for training and assistance. One-hundred-and-seventy postgraduate students attended intensive Endnote classes especially developed for research students.

## STUDENT FOCUS

### VIBRANT AND INTEGRATED LEARNING ENVIRONMENT
The learning experience of all UTS students was enhanced by exciting developments to the Learning Commons in the Blake Library (City Campus) and the Kuring-gai Campus Library in 2005. The Learning Commons enables the Library to provide integrated reference services and computer facilities in a vibrant physical environment.

In response to the changing information and learning needs of students, these key learning spaces were refurbished with new signage and furniture to create informal and formal spaces designed to promote both group and individual learning activity. The Blake Library Learning Commons was also fitted with laptop and wireless capabilities for those students who prefer to study using their own computers.

In 2005, a trial service was offered to UTS students to augment the information skills training and basic IT support provided to them through the Research Help Desk and the 'Rovers' (a service through which students provide assistance to their peers with tasks such as logging on to computers, activating email, searching the Library catalogue and locating materials). In a pilot program, UTS ELSSA Centre staff worked alongside librarians at the Research Help Desk in the Blake Library Learning Commons for 8 hours a week during Semester 1 providing additional assistance to students with language and academic writing queries. The pilot also enabled Library and ELSSA Centre staff to build a stronger partnership in the provision of learning support for UTS students.

## INTERNATIONAL

In August, Dr Alex Byrne, University Librarian, began his two-year term as President of the International Federation of Library Associations and Institutions (IFLA), the peak international organisation for the library and information profession.

### VISITORS

> A delegation of senior staff from the Society of College, National and University Libraries (SCONUL) attended presentations on the UTS Library's initiatives in integrating online services and resources. The delegation included staff from the universities of Bath, Edinburgh, Glasgow and Oxford.

> Ms Zeng Yan, librarian from the Library of Chinese Academy of Sciences visited UTS Library for 3 months to experience working in a contemporary Australian research library.

> Uraiwan Viputtikul , Acting Director, Mahidol University Library and Information Centre

> The Library hosted visits from many international visitors organised by the International Relations (Visits) International Office including Prof Ryohei Nakata, Director (University of Electro-Communications Library, Japan), Mr Hideichiro Kurebayashi, Manager (UEC Library), Dr Mabo Suzuki, International Coordinator (UEC Library) who visited the UTS Library and meet with senior Library staff to learn about its management, services and operations.

## COMMUNITY

### MARKETS FORUM PRESENTATIONS

The Library Markets Forum program continued to promote the expertise of UTS staff and industry specialists to the broader community.  A series of stimulating, engaging and topical presentations included discussions on forensics and the CSI effect, copyright and the Australian-United States Free Trade Agreement, web accessibility, and branding, competition and universities. The Forums were well attended by members of the UTS community and the general public.

Speakers included Professor Claude Roux, Director, Centre for Forensic Science, UTS; Professor Jill McKeough, Dean, UTS Faculty of Law, UTS; Bruce Maguire, Disability Rights Unit, Human Rights and Equal Opportunity Commission and Justin Papps, Business Director, Singleton, Ogilvy and Mather.

### OPEN HOUSE

UTS Library hosted an Open House on behalf of LATN (Libraries of the Australian Technology Network) in the Blake Library (City Campus). This event was timed to coincide with the Information Online 2005 conference held in Darling Harbour.

Fifty-six librarians and IT staff from libraries located around Australia and New Zealand took advantage of their presence in Sydney to attend and share ideas and experience on a range of topics. Presentations were given by representatives from UTS, Curtin University of Technology and Queensland University of Technology Libraries, and a tour of the Blake Library was provided.

Feedback following the event indicated that participants found the experience extremely interesting and useful with many ideas generated for consideration in their home libraries. The opportunity to network with one's peers was valued particularly highly.

### ON DISPLAY @ KURING-GAI CAMPUS LIBRARY

A committee of staff members from Kuring-gai Campus Library coordinated an occasional series of displays on the character of the Kuring-gai campus in the foyer area of the Library.  The displays reflected events not only relevant to the Library and university but also the wider community.

#### Beyond the walls— a celebration of Kuring-gai campus environment

In the Library foyer area, staff and students read stories about some of the birdlife in the local area (including the plovers who nested on the gymnasium roof) and extracts from Security's journal when the bushfires raged around the buildings in 1994. Also on display were books from the Library collection, specimens and photographs of some of the many native plants found around the buildings.

#### Hans Christian Andersen

The Kuring-gai Campus Library holds an extensive collection of Hans Christian Andersen titles as part of the curriculum collection, many of which are lavishly illustrated. As part of the celebrations of Hans Christian Andersen's bicentenary, a display of his books was mounted in the foyer.

## ON DISPLAY @ BLAKE LIBRARY (CITY CAMPUS)

UTS 3rd year architecture students displayed their work in the foyer of the Blake Library (City Campus) as part of a project to design a new library for UTS. The displayed works offered insights into the design processes that inspire the concept of a building, as well as interesting ideas about libraries of the future.

## MANAGEMENT AND ORGANISATIONAL SUSTAINABILITY

Dr Alex Byrne was appointed Pro-Vice-Chancellor and Vice President, (Teaching and Learning) and Vice-President (Alumni and Development).

Fides Datu Lawton was appointed University Librarian for a year from October 2005.

### ORGANISATIONAL DEVELOPMENT

**New team structure**

The Information Services Department was restructured into two teams – the Collection Development and Access Team and the Information Literacy and Reference Services Team with team leaders taking on a supervisory role. This new team structure supports a stronger focus on the major programs of this Department as well as providing a better career path for Information Services Librarians.

**Enhanced internal communication**

The move to a new Content Management System (CMS) and a new interface design with improved page format, design and readability enhanced the Intranet as a user-friendly and staff-orientated workspace. New Intranet pages were developed using a user-orientated model to organise information and resources.

Inter-departmental and intercampus communication has been improved with new features such as the Announcements and What's New sections on the Intranet homepage. These are regularly updated to keep staff abreast of Library events, new online resources, staff news and staff professional development opportunities.

A Library Web Style Guide was developed to complement the current Print Style Guide. Training in the use of the new CMS system and style guide was conducted for all Web editors.

**Email notification**

UTS Library commenced using email as the official communication tool for all notices regarding loans and other transactions. UTS staff, students and other Library clients receive notification for overdue books, fines, recalls and holds pick-up via their UTS email account (or in the case of non-UTS clients another nominated account).
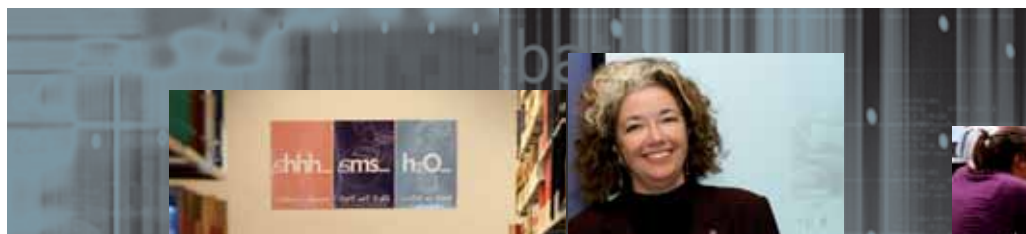
**Managing access**

Quieter, faster access gates were installed in the Blake Library. Feedback received in the 2005 LibQual+ Survey indicated a more positive response from clients and an acknowledgment of the benefits of the access gates in ensuring the safety, security and information needs of Library clients. Members of the public with personal research needs continued to avail themselves of Library products and services through the Associate Membership arrangements.

**Facilities Codes**

New codes were developed to facilitate the use of UTS Library facilities e.g. filming, room bookings and hire.

### IMPROVEMENTS TO THE PHYSICAL ENVIRONMENT

**Relocation of the Gore Hill Library and expansion of the Blake Library (City Campus)**

The consolidation of the Faculty of Science to the City campus necessitated the relocation of the Gore Hill Library from the St Leonards campus to the City campus.

The Library commenced a building project in October. The project involved the extension and refurbishment of Level 4 of the Blake Library to include new shelving, study spaces and computer facilities to house the collection and resources previously located at the Gore Hill Library.

The project was completed in readiness for the commencement of the 2006 academic year.

**Refurbished work spaces**

The Corporate Services and communication offices were refurbished.

### QUALITY MANAGEMENT

The Library put significant effort in 2005 into ensuring a more deliberate effort to 'closing the loop' on all work processes and projects. This was, in part, as preparation for the University's AUQA trial and audit in 2006. The Library took advantage of the opportunity to review a number of internal processes, paying particular attention to evidence-based reporting.

Amongst other positive benefits for the Library is the development of a Project Register, which provides a single central repository demonstrating the 'Plan, Do, Review and Improve' aspects of all major projects, reviews and surveys. Meetings of the management group are also organised and reported along the quality cycle to ensure that it is embedded in the Library's processes.

### SURVEYS AND FEEDBACK MECHANISMS

The results of our annual surveys indicated that UTS Library is performing well and generally meeting client needs.

**Materials Availability Survey Results**

The Materials Availability Survey measures whether library clients are able to locate the print items they require. This year, over the three campus libraries, 98 per cent of items sought by our clients were held by UTS Library and 68 per cent of survey respondents were successful in their search for the item on the day they searched. (The remaining 30 per cent of items were out on loan, not found due to client error or missing.)

The significant improvement in the experience of clients of the Blake Library (City Campus) resulted in 66 per cent of clients finding the item they were searching for compared to 57 per cent in 2004. This was largely due to a range of
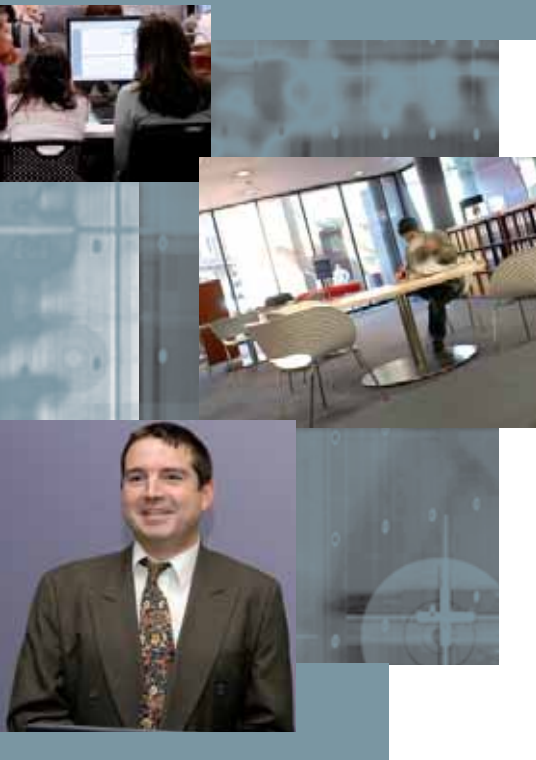
improvements implemented by Library staff such as weeding the collection, improving lighting and installing access gates, to name a few.

### LibQual+ Survey
UTS staff and students were invited by email to participate in the online LibQual+ Survey. Over a period of 4 weeks, 2144 responses were received. Thirty book vouchers were offered as incentive prizes for participants.

Overall clients were satisfied with the quality of service provided by the Library and Library support for learning, research and teaching needs. The highest performing area related to Library staff and in particular to staff expertise and their delivery of a client-focused service.

There has been an improvement from 2004 across all categories for undergraduate and postgraduate students. In particular, there has been a significant improvement in our clients' response to the access gates in the Blake Library.

Respondents requested an expansion of library services, facilities and resources such as greater numbers of both print and online resources, increased physical and online Library access, expanded facilities such as study areas, laptop capabilities and printing.

Strategies developed and implemented throughout the year to enhance the library environment for our clients included the installation of access gates, study areas for both individual and group study clearly designated with new signage and fitted out with furniture to aid in the appropriate use of the areas, and 35 new computers in the

campus libraries. Our clients' response to these improvements was reflected in the marked improvement in this year's survey responses compared to 2004 about the Library environment.

### Research Students Satisfaction Survey (RSSS)
The RSSS is conducted by UTS to measure the satisfaction of students enrolled in research degrees and covers questions related to course-related aspects, administration, research and learning, social activities and the Students' Association.

The Library continued to perform well in this survey. This year more than 75 per cent of research students 'agreed' or 'strongly agreed' that the services provide by UTS Library are satisfactory. The majority of the 61 responses were positive with comments such as 'excellent services, 'efficient', 'reliable prompt services', services of a 'very high standard' and comments about the ongoing improvements to electronic services.

### Survey of students with disabilities
A survey of students with disabilities was available online on the Library's website in October. Students were invited to participate through a UTS Student Services Unit mailout.

Most participants indicated that they use the Library both in person and online. Generally respondents were satisfied with the support they receive from Library staff. Most found the website and electronic services accessible but requested additional training on the assistive technologies and general electronic services. Students would like to see an expansion of facilities such as the Special Needs Rooms, and email was identified as the preferred way of receiving information about the Library.

### Focus groups
In September 2005 the Library ran a series of focus groups in which students and staff were invited to share their views on a range of Reference Services offered by Library staff.

A total of 57 undergraduates, postgraduates and academics from each campus and faculty joined the seven focus groups. Lively and fast-paced discussions provided a wealth of valuable feedback on services ranging from Research Help Desks to telephone support, from Subject Librarians to student Rovers, and from email to live chat help services.

Many useful insights were gained into how we can increase awareness of reference

services as well as better assist our clients to receive maximum benefit from the services we provide. Recommendations and outcomes of the report on the focus groups will be released on the Library website in 2006.

### Client Services Charter
The Library's Client Services Charter established in 2000 was reviewed and a new charter developed for 2006.

## STAFF DEVELOPMENT AND PROFESSIONAL PARTICIPATION
### Library Conversations
Visits to academic and research libraries in China, licensing for electronic databases, current trends in museum and web-based education, a comparison of journal reading in US and Australian universities were some of the topics discussed at the Library Conversations. The Library Conversations program aims to keep staff informed of topics of strategic importance to UTS as well as developments in the information profession.

Speakers included Professor Carol Tenopir, School of Information Science, Uni of Tennessee, Knoxville, Kevin Sumption, Associate Director, Knowledge and Information Management, Powerhouse Museum, Jennifer Berryman, PhD Candidate, Faculty of Humanities and Social Sciences, Anne Dwyer, Executive Director (Organisational Support) as well as members of the Library staff.

### Professionalism of Library staff publicly recognised
John Blizard, an Honorary Associate, wrote to the Vice Chancellor commending Library staff at the Blake Library (City Campus) for the services recently provided to him while researching a paper. He has donated a copy of his paper "Utilising Tools and Techniques from Chess, Warfare, and Organisational Management to Aid Performance Levels in Sporting Ball Games" to the Library.

Hayden Ramsay thanked Kuring-gai Library staff for the outstanding assistance he received when he was undertaking research for a book 'Reclaiming leisure: art, sport and philosophy'. A copy of the book is held by the Library.

### Professional activities of staff
> UTS committees
Library staff contributed to the development of UTS strategies, polices and guidelines through membership of UTS committees, boards and working groups:
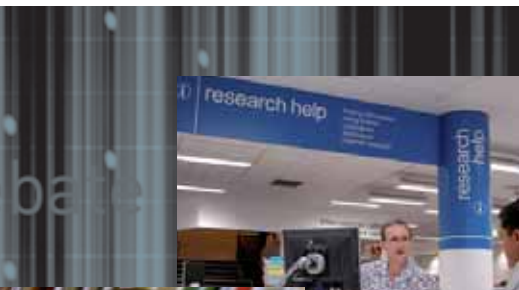
*The University Librarian was a member of the:*

Vice-Chancellor's Committee
Information Technology Committee
Academic Board
Executive committee of the Women@UTS

*Library staff were members of:*

Teaching and Learning Committee

Subcommittees

Curriculum Design Working Party
Working Party on Domestic
Undergraduate Full-fee Paying Places
Reconciliation Working Party
Offshore Programs Working Party
Disability Action Plan Committee

## > external committees

Bradley, F.
ALIA Committee Member, New
Generation Policy and Advisory Group
Secretary, Mentoring NSW Group, ALIA
Programme Co-ordinator, ALIA New
Librarians' Symposium 2006

Flynn, A
participated in a panel discussion at
Australasian Innopac Users Group
(AIUG) on implementing ERM (the
Electronic Resource Management
system produced by Innovative
Interfaces Inc.)

Witt, J.
secretary for ALIA Sydney

## > conference presentations

Lawton, F.D.
Licence negotiation – what to look for,
what to watch out for, ALIA Forum on
Purchasing agreements and licensing,
2005

Lawton, F.D.
Changing the dynamics of scholarly
communication, SCONUL (The UK
Society of College, National and
University Libraries), 2005

Lawton, F.D.
Staffing for the future, SCONUL, (the
UK Society of College, National and
University Libraries), 2005

Lawton, F.D. and S. Williams.
ePublishing as socio-technical
change: theory, practice & praxis,
3rd International Evidence-Based
Librarianship Conference, 2005

Marnane, B.
Performance Measures for 21st
Century Libraries , IES Conference
on Performance Measurement for
Libraries & Information Services,
Sydney, 2005.

Van Eijk, C. and Goldsmith, B.
Improving the First Year Experience:
a case study of information literacy
learning and assessment in Humanities
and Social Sciences core subjects
at UTS , ANZIIL (Australian & New
Zealand Institute for Information
Literacy) Symposium Series IV 2005

## > conference attendance

Lawton, F.D.
Electronic Publishing Conference,
Brussels, 2005

Lawton, F.D.
D Space Users Group, Cambridge, 2005

Gadallah, A.
Olybris, the seventh Ex Libris seminar,
Greece, 2005.

## > published work

Bradley, F
Online professional development. inCite,
March 2006, 27(3). pp. 12

## Staff retirements

Yvette Aim, valued colleague and friend of
many staff members across the Library,
retired after more than 25 years of working
at UTS. Yvette managed the Gore Hill
Library and provided a personalised library
service to the staff and students of the
Faculty of Science.

Carol Scott, Manager of the Monographs
Department retired after more than 20
years of working at UTS. Carol's expertise
in technical services and her in-depth
knowledge of the integrated library
management system (Innovative)
provided a strong foundation for many
of the strategies which have put UTS
Library at the forefront of Australian
academic libraries.

## ADDRESSES

UTS:LIBRARY

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Broadway NSW 2007

Blake Library (City Campus)
Cnr Quay St and Ultimo Rd
Haymarket, Sydney

Kuring-gai Campus Library
Eton Rd, Lindfield