



**MONASH** University  
Library

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# Annual Report

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**2005**

## **Monash University Library's vision**

**To be the heart of learning and research,  
creatively managing and providing access to  
scholarly information.**

### **Special thanks**

Monash University Library wishes to thank all those people who have made gifts and donations to the library over the past year. These have assisted in our continuing efforts to provide outstanding resources and services to our users.

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Cover photograph: Hargrave-Andrew Library, Clayton Campus

## 2005 in review



University Librarian,  
Cathrine Harboe-Ree

Building partnerships with our users was pivotal to the library's efforts in 2005 as we worked to modernise and improve facilities and services and be more dynamic in our response to user needs.

The completion of the refurbishment of the Hargrave-Andrew Library in November was an important milestone in the updating of our library branches, setting the benchmark for a new era Monash University Library experience. The increased quantity of workstations and data points, flexible seating for a variety of study styles, contemporary open plan layout and architecture, improved signage and a co-ordinated theme to the artworks on display all contribute towards our goal of providing users with a library space that is a pleasure to use. The enhanced service and support possible and the enthusiasm of our staff in their new environment have also set the standard for the refurbishment of our other libraries.

Design of new library buildings in South Africa and Malaysia was also concluded in 2005, and the first steps taken in planning for the refurbishment of the Sir Louis Matheson and Pharmacy libraries due to take place from 2006 to 2008. The Berwick Library and Learning Commons, adopting the design principles of the Hargrave-Andrew, has led the way in an innovative combined Library and Information Technology Services offering. Library information and loans as well as computer account and password queries and other related information technology matters are all handled from one central

point, creating seamless interaction with users. The learning commons concept will be extended to other branches in the coming years.

Technology was once again at the forefront of the library's achievements for 2005. Major improvements to the library website include making it more relevant and easier to navigate and, following a usability study, the catalogue received a major overhaul. The new design, incorporating a user friendly interface and improved search options, has been welcomed by users. Other progress includes the significant extension of the Monash University Lectures Online service and the installation of wireless capability in all branches.

The ePress, launched in 2004 as a pioneering project in the publishing of scholarly material, has gone from strength to strength with four new titles published during 2005. A number of breakthroughs made in the sourcing and customisation of software resulted in the creation of an innovative and efficient business model and enabled an outstanding output from the small ePress team. The ePress will focus on building content, finding its markets and developing partnerships over the coming years.

The ARROW project, in which Monash is the leading institution, also made some critical advances in 2005 in its efforts to identify and test software and solutions to support best practice institutional digital repositories. Moving from being a behind the scenes assignment to a far more visible and high profile venture, it is an example of the library's commitment to supporting the university's strategic research focus. More than 1700 digitised images from the Centre for Gippsland Studies Picture Collection are now housed in the repository and available via the internet. This is a good practical example of the value the repository can add by storing and making scholarly material available to a wide audience, and demonstrates some of the capability of the repository. Development has progressed to the point that the repository will be fully tested and ready to support the university's collection of research material

for submission to the upcoming Research Quality Framework.

The library has continued with its efforts to work in partnership with teaching staff by integrating information literacy programs into faculty courses and curricula. The resulting improvements in students' ability to find and use information and apply approved methods in practices, such as citing and referencing, is being progressively recognised by a number of faculties. The transfer of the university's copyright advisory function to the library also demonstrates the wider role the library now plays.

The Rodski library user survey conducted in 2005 showed that the Monash community's satisfaction with the library has increased since the survey was last conducted in 2003. The highest performing area was 'staff', while 'communication' showed the most improvement. 'Facilities and equipment', the lowest performing area, is being aggressively addressed through the library's refurbishment plans and the upgrade of computer equipment and resources.

In conclusion I would like to acknowledge and thank the library's dedicated staff, without whom the achievements recorded in this annual report would not have been possible. Development of our staff to meet the needs of the changing user environment continues to be a high focus, while a number of secondments to key positions during the year provided opportunities for cross-skilling and sharing of expertise across branches. The Monash-wide staff survey conducted at the end of 2005 positioned the library staff satisfaction score in the top five out of the 30 faculties and departments surveyed. I believe this result is a reflection of our ongoing efforts to create a fair, stimulating and satisfying work environment that in turn enables the library to play a meaningful role in supporting and advancing the university's goals.

**Cathrine Harboe-Ree**  
**University Librarian**

# Goal 1: Information Resources

In 2005 the library worked to ensure that the selection, acquisition, creation, cataloguing, storage and preservation of scholarly information were in line with the needs and requirements of the university community.

The library also continued its efforts to provide prompt, seamless, reliable and easy-to-use access to high quality scholarly information, regardless of the location of the information or the user.

## Selecting new materials

The selection of new resources for inclusion in the collection is guided by the Collection Development Policy. In 2005 the policy was significantly updated to reflect current research and teaching programs for the faculties of Arts, Education, Information Technology and Pharmacy, as well as several schools in Science and Business and Economics. A wide range of print and electronic resources were reviewed or trialled for potential acquisition, including new databases, e-journals and e-book packages.

## Acquiring and processing new materials

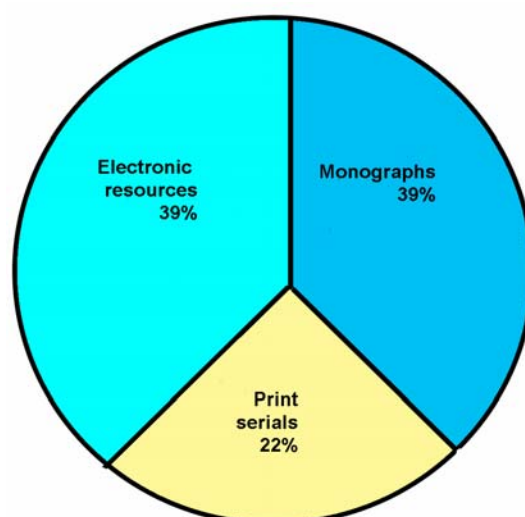
The budget for the acquisition and licensing of information resources was \$15.07 million. Of this, 39% was spent on electronic resources; 22% was spent on subscriptions to print journals; and 39% was spent on books, audio-visual materials, and microform sets. This is similar to the pattern of expenditure in 2004. The number of print journal subscriptions continues to decrease as more titles become available electronically, with a total of 8,779 at the end of 2005, a reduction of 224 titles from the previous year.

### Growing demand for books to support teaching

The range of printed monographs increased significantly with a record 58,042 orders placed and 79,011 non-serial items added to the collection. This is double the number of orders placed five years ago, and reflects growing demand for books to support teaching across the

six Victorian campuses. The target of 95% of order requests placed by the end of the year was exceeded with 95.3% placed.

**Collection expenditure by format 2005**



### Receiving donated materials

Major donations received during the year included the King Norodom Sihanouk Collection comprising a substantial portion of the former King of Cambodia's personal archives. It is the first time a head of state has made a donation of this type to the university. The invaluable memorabilia and documentation included 16 boxes of books, serials, videos, DVDs, records, music, lyric sheets and documents. A large portion of the donation relates to Norodom Sihanouk's creative activities as a filmmaker, musician and composer. It also contains material relating to his political and ceremonial roles.



From left: Cathrine Harboe-Ree, University Librarian; Royal Kingdom of Cambodia's ambassador to Australia, His Excellency Mr Meas Kim Heng; Emeritus Professor David Chandler; Professor Stephen Parker, Senior Deputy Vice-Chancellor

Another notable donation was a large collection of Italian books donated by the Italian Ministry for Culture in September. This donation was only the third made by the Italian government to universities in cities outside Europe with large Italian communities.



From left: Dr Francesco De Conno, Consul General of Italy in Melbourne; the Hon Nicola Bono, Deputy Minister for Cultural Heritage with the Italian Ministry for Culture; Professor Homer Le Grand, Dean of Arts; Dr Mirna Cicioni, Senior Lecturer in Italian Studies; and Ms Christine Cooze, the library's Director, Client Services, Humanities and Social Sciences

### **Increasing catalogue records and accessibility of electronic resources**

At the end of December 2005 there were 752 internet databases, There were 25,863 catalogue records for e-journals and 98,457 records for e-books.

Substantial new electronic resources were made accessible in 2005. A number of major electronic backfiles and e-book collections were purchased.

### **Streamlining supply of books from major service providers**

The processes for selecting, ordering and cataloguing new books from major suppliers were streamlined to effectively manage the increasing number of new resources acquired or licensed by the library. These included:

- Blanket orders were placed for new Australian books for the Hargrave-Andrew and Sir Louis Matheson Libraries. This has improved the range of new titles acquired and new titles are being made available faster.
- Library staff undertake online selection of new resources using vendor-provided new title information matching Monash University subject interests. Interfaces have been developed to load these selections daily to the library acquisitions system, and automatically check for unwanted duplication. Orders are sent electronically to the vendor within 24 hours, and catalogue records are provided on shipment of the books.

The new workflows have significantly reduced the number of orders awaiting placement at any time, and speeded up the acquisition process. It has also enabled staff to keep pace with the increased acquisition rate.

### **Preserving the collection through appropriate storage and treatment**

#### **Increasing off-site storage capacity**

With rapidly growing collections and the refurbishment of branch libraries there is a pressing need to address alternative long-term storage requirements for low use resources that are still required for research.

A consultant was engaged to assist with the scoping of storage needs for the next 10 years, and to prepare a brief on storage standards. The resultant report provides a basis for a business case for an offsite storage facility. In 2005 Monash University Library filled its allocated space in the CARM (Cooperative Action by Victorian Academic Libraries Archival and Research Materials) Centre. In response to a tender issued by CAVAL (Cooperative

Action by Victorian Academic Libraries) the library has taken up 1300 linear metres of high density shelving space at the centre on a permanent lease. This enables the library to retain ownership of resources being relocated to the CARM Centre, and provide access to these resources through the library catalogue.

## Promoting and preserving the university's recorded intellectual output: scholarly communication

### Digitising Centre for Gippsland Studies Picture Collection

A project commenced to digitise more than 1700 historical photos from the Monash University Centre for Gippsland Studies, store them in the ARROW repository and make them available on the internet through PictureAustralia.

### Completing ARROW project design development phase

In 2005, the Australian Research Repository Online to the World (ARROW) project reached a workable solution in its development of an institutional repository capable of storing a wide range of digital material. Monash is the lead institution in this national project funded by the Department of Education, Science and Training. The other project partners are Swinburne University, the University of New South Wales and the National Library of Australia.

A general purpose repository solution using open source Fedora and VTLIS Inc. proprietary software was installed by the four consortium members in mid November. Considerable content was loaded into the Monash ARROW Repository including:

- Faculty of Business and Economics working/discussion papers
- digitised images from the Centre for Gippsland Studies picture collection theses and
- patents.

The project has exceeded its original three-year goal to design, research and test a revolutionary software solution for the storage and easy access of digital scholarly material in Australia. With the design and testing phase complete, the project is now gearing up its role in the

Research Quality Framework which will involve the repository being used to collect and store Monash research output.

### Forging ahead with a new scholarly publishing model

The Monash University ePress, which is managed by the library, continued in its efforts to provide a technologically advanced and economically viable model for the publishing of scholarly material. By the end of 2005 seven titles had been published, with two titles commissioned for publication in 2006 and a number of others under negotiation.

Milestones reached in the area of production that will have a major impact on the ePress publishing process going forward include:

- Print-on-demand through Sydney University Press. In March 2005, *Melbourne 2030* was launched online and in print, with print-on-demand versions available for purchase through Sydney University Press. The other two books published in 2005 are also available both in print and online through this system.
- Rollout in September 2005 of subscription and pay-per-article purchase. The new system not only allows purchase of individual articles but also automates subscription purchase and setup. Access occurs immediately upon purchase with no intervention required from the ePress.
- Rollout in October 2005 of the ePress's customer-management system. This system records ePress subscribers and contacts, including media and potential subscribers. It also tracks special offers (such as discounted subscription offers and free trial access offers), making it a valuable marketing tool.

### Monash University ePress titles published in 2005

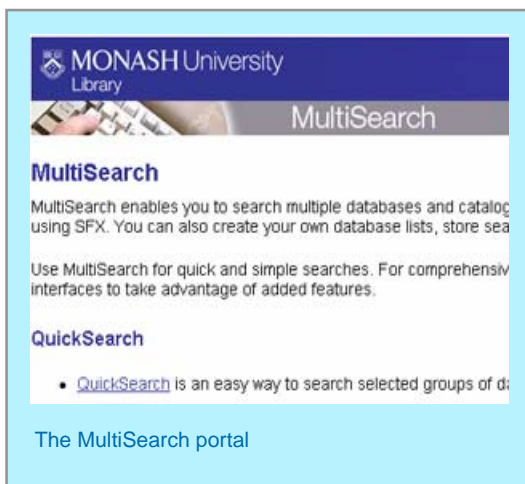
- *History Australia* (journal)
- *Bible and Critical Theory* (journal)
- *Applied GIS* (journal)
- *Melbourne 2030* (book)
- *Monash Business Review* (journal)
- *Struggle Country* (book)
- *Fault Lines Exposed* (book)

### Cataloguing sound recordings

Sound recordings from the Australian Archive of Jewish Music held in the School of Music Conservatorium were catalogued. This was part of a project by the school to digitise rare materials and make them more widely available for research through Music Australia, the National Library of Australia resource discovery portal for music.

### Providing infrastructure that enables access to electronic resources including journals, books and articles

#### Searching multiple databases with a single search



A new search portal was launched to assist users in searching multiple catalogues, databases and e-journals simultaneously with a single search. *MultiSearch* allows users to search multiple databases and to quickly locate full text of resources using the SFX link resolver software. It also enables users to find full text when they have the citation to an article, without needing to know which database it is located in.

Library reference staff were trained in the use of the software and it is being incorporated into library user training for 2006.

#### Expanding Monash University Lectures Online

The joint project by the Library and Information Technology Services to expand the Monash University Lectures Online to an additional 40 lecture theatres was completed this year. As part of the

expansion program, the scheduling of lectures and the request for the service were both automated.

In 2005, 601,658 live audio streams were activated with an average of 496 hours of recording per week going live to the internet.

### Providing access to print and other collections held in branches

#### Reviewing branch collections

Integration of the formerly separate government publications sequences in the Matheson Library was completed in 2005. These are now part of the main books and journals collections and catalogue records for these items have been upgraded to improve bibliographic access.

The ongoing review of branch collections resulted in the reintegration of 1,687 last copies to the CARM Centre consortium collection, and the weeding of 15,216 duplicate volumes.

#### Library visit numbers

Door entry count at the Hargrave-Andrew Library fell by 92,021 due to extensive refurbishment, contributing to the major part of the library's overall decline of 108,888 visits during 2005. The statistics indicate that some of these library visits moved to the other Clayton campus libraries but other campuses reflect both movements in student numbers and variations in the course offerings. Pharmacy recorded an increase of 7,592 or 6.67% and Peninsula library an increase of 9,819 or 6.76%. A new food and drink policy was also introduced in 2005, which may have had an impact on the door count with less students required to leave and re-enter after coffee or snack breaks.

Overall door count figures for 2005 totalled a very healthy 3,345,532.

## Library door count

Branch library	2005 library entry	Change from 2004	Change%
Berwick	124,696	-1,199	-0.95
Caulfield	1,007,654	-69,585	-6.46
Gippsland	112,046	-5,135	-4.38
Hargrave-Andrew	441,395	-92,021	-17.25
Law	309,004	+33,419	+12.13
Matheson	1,074,654	+8,222	+0.77
Peninsula	155,134	+9,819	+6.76
Pharmacy	121,340	+7,592	+6.67

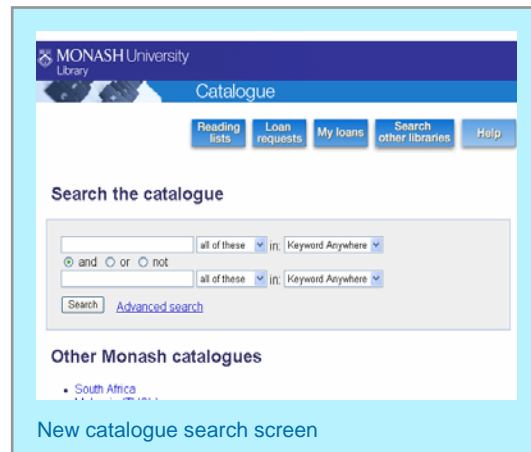
## Providing information about resources through the library catalogue and web site

### Improving usability of library catalogue

A usability study was conducted to identify ways to improve ease of use and the aesthetic appeal of the catalogue. It investigated how easily users could perform tasks like searching for a book or journal, putting in a request for a book from another campus or checking what books they had on loan, and whether they understood the purpose of different buttons on the screen. Study participants were asked to indicate what parts of the catalogue they found confusing or difficult to use.

Changes and actions taken as a result of the study include the following:

- The look of the catalogue was simplified and modernised with a much 'cleaner' interface.
- A number of new labels were tested and renamed for easier use.
- A new search interface with a single line search on the catalogue home page was added.
- The 'basic search' tab was moved to a more prominent position.
- Extraneous library navigation was removed, rationalised or moved.
- The separate databases such as Exams Database and South Africa Catalogue were also clearly identified using different colours and banners.



### Extending coverage of library catalogue

Cataloguers added 51,028 new bibliographic records to the catalogue. Several projects were undertaken to improve the coverage of the library catalogue and to upgrade existing catalogue records to enable library users to find resources more effectively.

Achievements this year included:

- Over 5,200 sub-standard records were replaced by full records.
- A regular program was developed to update holdings in the catalogue for books reported as missing or known to be permanently lost.
- A backlog of music CDs was significantly reduced.
- Detailed holdings for multi-volume works were upgraded in the catalogue for 865 works.
- Detailed holdings statements were added to 3,552 closed serial records for journals held in the Sir Louis Matheson Library.
- Monthly checking of url links and correction or removal of broken links was carried out. The target of 95% for working links was consistently exceeded with 99% being the monthly average.

### Simplifying catalogue access for e-journals

In response to library user requests to simplify the catalogue access for electronic journals, the library began sourcing catalogue records for the contents of major online packages from an external provider. A single catalogue record now includes web links to all online versions of a title, with a separate record

for the print version. This is easier for library users, and has enabled the library to do regular updates for the content of each package as well as including some resources which were previously uncatalogued.

### **Searching the catalogue using non-Roman scripts**

The catalogue became Unicode (UTF-8) compliant as part of a major Voyager upgrade in January. The original characters are displayed beneath the Romanised version, and non-Roman characters can be entered as search terms in the catalogue. The catalogue can now support Chinese, Japanese and Korean characters and additional non-Roman characters will be added on demand.

### **Improving usability of databases pages**

Many library users find electronic resources through the library website via the databases or the electronic journals pages. These are regularly updated with data sourced from the library catalogue. The presentation of the databases pages was revamped in 2005, with the implementation of new subject headings.

### **Increasing access to library content through my.monash portal**

The my.monash portal was launched in June 2000 and has become a highly valued tool for the student community. The portal contains targeted information that relates to course details timetables, results, library resources and email to name but a few. Within the portal, library resources such as past exams database, reading lists, lectures online, citing and referencing tutorial, web site help page and other library resources relevant to specific subjects are all represented in the student's unit pages. The use of this page to link to library resources has been one of the reasons for the increase in usage of library resources. For 2005, there were 966,303 downloads of exam papers; 601,658 lectures streamed online; and 3,139,712 downloads of library digitised items.

## **Contributing to the university's information management initiatives**

### **Monash University Information Management Strategy**

The University Librarian was a foundation member of the university's Information Management Steering Committee, which has developed a comprehensive information management strategy for Monash University. This initiative has involved a number of the key information stakeholders at the university, including Information Technology Services, the Library, Records and Archives and the Student and Community Services Division. Implementing the strategy has been accepted as one of the key strategic priorities for the university in 2006. More details can be found at <http://www.monash.edu.au/staff/information-management/>.

### **Maintaining the university's metadata website**

Library staff contributed to the university's metadata initiatives by maintaining the metadata website on behalf of the university. The library also contributed to metadata planning as part of the university's web Content Management System.

### **CMS team receives Vice Chancellor's Award**

A Content Management System (CMS) working party established in 2004 to lead the development and implementation of the CMS was awarded the 2005 Vice Chancellor's Award for Exceptional Performance by General Staff. The team consisted of representatives from the Library (Stephanie Foott), Information Technology Services (Andrew Norman), the Faculty of Medicine, Nursing and Health Science (Craig Wetjen) and the Faculty of Law (Kerryn Jackson). The team played a leading role in the adoption of the CMS system, championing the system to others and assisting with the rollout to other faculties.

The Content Management System was initiated to enable Monash to deliver a range of high quality educational services over the web to varied communities of students, and to improve internal processes.

## Goal 2: Information Services

In 2005 the library assisted users to discover resources and develop the skills for independent and lifelong learning through mediated, timely and flexible information services.

### Providing coordinated services under the 'one library' banner while still meeting individual and faculty needs

#### Improving the quality of reference services offered at branch libraries

To improve the collation, reliability and appropriateness of the reference statistics a revised methodology has been drafted and will be implemented in 2006. This includes refining definitions to enable reference staff in all branch libraries to record queries in a standardised manner with a view to understanding our patterns of use and monitoring and identifying service trends. Statistics will be benchmarked against other universities using similar methodology. Further information will be obtained by several statistical snapshots throughout the year. During the snapshots library staff will record additional levels of detail including the numbers of general inquiries logged at all service points.

Year	Total number of reference queries
2005	83,071
2004	98,164
2003	102,600
2002	103,611
2001	110,270
2000	125,139

#### Developing roaming help

A project team formed to make recommendations on roaming help services began developing training information, identifying peak times and levels of skill required to extend in-library inquiry services beyond the desk environment. A number of people were trained in roaming help including library staff and ITS (Information Technology Services) students. The project will initially be used to inform service development in the Berwick Library and Learning Commons and Pharmacy Library.

### Providing advice about and assistance with using services and collections

#### Demonstrating the depth of the collections through exhibitions

The exhibition space in the Sir Louis Matheson library supported three major new exhibitions in 2005:

- *Communism*, curated by the Rare Books Librarian Richard Overell, displayed more than 150 items from the collection on all aspects of communism in the USSR, Britain, USA, Indonesia, China and Australia.



Connections of Sun Books at the opening of the *Sun Books* exhibition

- In June the library displayed all Sun Books published between 1965 and 1982. Sun Publishing was founded by Brian Stonier and the late Geoffrey Dutton and has an illustrious history of original Australian publishing. The exhibition was opened by Mr Stonier who has made significant donations to Monash from his private collection.
- In November Aline Scott-Maxwell, Asian Studies Research Librarian, curated a major exhibition *Asia, east and south-east*, a selection of more than 120 items exemplifying the depth and diversity of the Asian language collections of Monash University Library. The exhibition showcased materials in three broad theme areas: political events and movements,

popular and traditional culture, and women, and included materials in a range of formats.



## Liaising with faculty members about services and collections

An increased number of invitations to librarians to participate in faculty workshops, planning programs, departmental and school meetings demonstrate improved liaison between librarians and faculty members. Library faculty team meetings were held across all campuses and in 2005 several local academic staff attended.

Some initiatives include:

- The Manager of the Law Library attended the faculty's Research Summit, and provided advice to the faculty regarding the university's Research Quality Framework (RQF) exercise. A law librarian was assigned to each of the Faculty of Law's Research Clusters.
- Four librarians attended the Faculty of Medicine, Nursing and Health Sciences Quality, Learning and Teaching Retreat. They contributed to workshop discussions and greatly increased their understanding of the faculty and its support requirements.
- Librarians from the Business Economics Faculty Team, as members of a faculty group, worked with Language and Learning to develop the Success at Monash new

student induction programme introduced in 2005.

- Faculty of Education subject librarians participated in faculty meetings, committees and planning days during the year at Peninsula and Clayton campuses.
- Librarians, in consultation with the School of Music, reorganised the collection's Mozart material to greatly improve access to individual works. This initiative supported the increased demand resulting from 2005 being the 250<sup>th</sup> anniversary of Mozart's birth.

## Evaluating research collection adequacy

A Research Collection Adequacy Working Group was established to create a working methodology for the library to evaluate its research collections. Two initial subject areas, Early Learning and Terrorism, were identified. Both of these are inter-disciplinary research areas with corresponding collections across branch libraries and campuses.

Discussions with faculty academics were an important part of understanding academic research activity and collection strengths and weaknesses. Insights gained from individual researchers were found to be invaluable in understanding their needs from the collections. The working group also concluded that such discussions would assist the library in its development of further areas of research support for the university.

## Developing academic staff and student information literacy skills

### Participating in orientation and information literacy activities

Librarians at all branches continued their involvement with face to face information literacy education sessions in 2005. There were 181 orientation, 349 basic instruction, 677 advanced, and 16 promotional sessions which attracted 21,709 participants. Developments included:

- Participation in online teaching increased.
- Library content, particularly information literacy quizzes and links

to the library's guides and online tutorials, was added to several more general curriculum Monash University Studies Online (MUSO) courses.

- A quiz about plagiarism was added to the revised Citing and Referencing tutorial.
- The EndNote web page was totally revised and updated to assist EndNote users to find current information and files more easily.

In the Library's second audit of library-produced information activities the reported number of information literacy programs, ranging from single events to multi-sessions programs that were fully integrated into course curricula, increased from 68 in 2003 to 77 in 2005. In 2005 29 programs were associated with some form of assessment, compared with 22 in 2003.

### Evaluating an information literacy program

In 2005 the Library undertook an evaluation study aimed at ensuring that information literacy programs are effective and responsive to students' needs. A questionnaire was distributed to all students in the new Diploma of Health Sciences course at Peninsula to investigate their levels of information literacy at enrolment and again at the end of the first semester. The initial findings of this project contributed to the development of a short information literacy program within one of the course units. The local data on incoming undergraduate students' information literacy has also been valuable in the review and development of curricula in other courses.

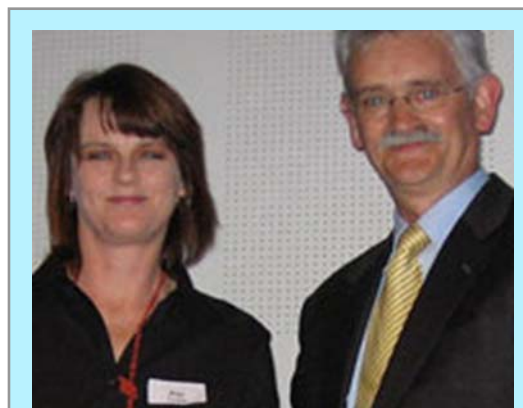
A common feedback form was designed with the assistance of Centre for Learning and Teaching Support (CeLTS) staff to enable systematic collection of information from students which will provide further insight into their attitudes to various aspects of our programs.

### Integrating information literacy in the curriculum

Another notable achievement for the year involved liaison with teaching and clinical staff from Nutrition and Dietetics to map the development of information literacy throughout the undergraduate course. The findings of the Peninsula evaluation project were used as a benchmark for incoming students, desirable information

literacy levels for graduates were identified, and course assessment tasks were examined for related information literacy needs. Assessment tasks were mapped to the six Australian information literacy standards and reviewed to ensure that the course provides students with a comprehensive and fully embedded information literacy program.

### Showcasing teaching excellence



From left: Kay Tucker, Information Services Librarian at the Law Library; Andrew Crockett, Senior Lecturer in the Law Faculty

The Vice-Chancellor's Showcase of Teaching Excellence at Monash University included a joint library and faculty presentation on the Skills Ethics and Research unit of the undergraduate Law course. The legal research component was presented by Kay Tucker, a Law Subject Librarian who is involved with the development and delivery of this component.

### Developing student centred teaching skills

During the year CeLTS and MUSO supported staff facilitated customised workshops to assist librarians in developing student-centred teaching skills, and in designing quizzes and other learning materials for online teaching. Several Monash University Library librarians also attended the annual CAVAL Information Literacy Seminar, *Lifting the lid: Information literacy and academics - challenging the assumptions of librarians*.

The *Learning over lunch colloquium*, a Library and CeLTS initiative to encourage university-wide discussions about learning and teaching, began with a lively session on 'Teaching the net generation'.

### **Investigating strategies at Information Literacy Planning Day**

The 2005 Information Literacy Planning Day was primarily designed to develop the action plan associated with the Information Literacy Framework. It provided an opportunity to investigate strategies and plan actions at various levels to develop effective information literacy programs across the university. The three areas addressed on the day were:

- Clients: gaining a better understanding of our clients' learning preferences.
- Evaluation: knowing whether our programs are effective.
- Communication: informing our clients by reaching them with appropriate messages about information literacy.

The day, attended by 57 library staff ended with a research student panel of five students reflecting on information literacy and discussion between the panel and Planning Day participants.

## Goal 3: Lending Services

In 2005 the library worked to support teaching, learning and research by making course and research collections readily available for eligible undergraduate and postgraduate students and staff.

### Providing loans services from any branch of the library

#### Facilitating borrowing from the collection

For many years the library has anticipated a decline in loans of print materials as the size of Monash electronic collections increases and there is improved depth to the electronic collections in many disciplines. In 2005 loans of items from the library's collections declined by 5.71% or 62,970 to a total of 1,039,973. Items borrowed and then renewed increased by 3.07% or 19,678.

Loans figures are sensitive to student population movements with large libraries such as Matheson registering only small declines. The Hargrave-Andrew Library was impacted by major building works and accessibility problems. At Pharmacy Library the number of items that could be borrowed from the collection was increased to meet the limits applying across all campuses. New academic initiatives at Peninsula saw the first increase in the loans registered at that campus library in many years.



Browsing journals at the Sir Louis Matheson Library

### Loans by branch

Branch library	2005 total loans	Change from 2004	Change %
Berwick	34,040	-602	-1.74
Caulfield	259,561	-30,893	-10.64
Gippsland	63,934	-6,129	-8.75
Hargrave-Andrew	138,836	-17,000	-10.91
Law	48,832	-1,041	-2.11
Matheson	399,742	-9,317	-2.28
Peninsula	67,903	+495	+0.73
Pharmacy	26,879	+1,609	+6.37

#### Improving access to items held at distant campus libraries

The library simplified the procedures for users to request items from the collection regardless of their branch location. This change was initiated in response to concerns expressed in the 2003 Client Survey regarding access to items not held at the user's primary library, and confusion about the way in which requests could be lodged and the time taken to retrieve wanted items. A review of the hold process undertaken in September 2005 revealed that some 166,506 items requested were processed by library staff, an increase of 36,350 or 27.93% over the number of items processed in the same period in 2004. In 2004 58.2% of these items were borrowed but in 2005 the figure rose to 59.3%, an additional 22,974 items. The library is looking to the operating system Voyager to provide efficiencies to allow staff to manage this increased workload. The 2005 Client Survey indicated that users understood the changed practice and were more confident that requested items were being delivered.

#### Updating of student and staff records

In June the automatic update of staff records into the library catalogue from the Monash Directory Service was made possible for the first time since the installation of SAP in 1999. This was a

major breakthrough, as normally staff had to come to a loans desk and have their record created manually. In August 11,648 staff records were automatically updated in the Voyager patron file. This enables staff to make document delivery requests via the library catalogue. Similarly, regular automated updates to the student file, some 2,500 records during early semester, were completed later in the year.

## Providing access to reserve collections and electronic reading lists

The library's Lending Services Readings and Reserve Subcommittee, in collaboration with advice from the University's copyright officer, reviewed the content of electronic reading lists and the increasing workload as more departments and faculties abandoned course handouts and readers in favour of online reading lists.

In 2005, 1055 courses were supported by electronic reading lists created by the library. This was up from 290 lists in 2002, the first year course lists were created.

Traditional library reserve collections have diminished in size as the volume of student reading material available electronically increases. In 2005 only 48,914 items were lent from the reserve collections, decreasing from 76,037 in 2002. An increasing number of popular textbooks are now being purchased by the library as electronic books, reducing the demand on print copies.

## Providing access to other libraries' collections

The CAVAL (Co-operative Action by Victorian Libraries) Reciprocal Borrowing Program continues to be popular. In 2005 2,043 Monash staff and students borrowed 34,400 items from 16 other Victorian universities or colleges. Items were borrowed from as far afield as Sunraysia TAFE and Deakin Warrnambool, with Melbourne University lending 11,294 items to 838 Monash staff and students.

Monash University Library itself continues to be a popular and valuable library for staff and students of the other Victorian academic institutions. Melbourne

University students borrowed 8983 items, Deakin University students 4,743 and RMIT 4,208.

Monash also continues to be a member of University Library Australia enabling Monash staff and students to borrow from all other university libraries in the country. Monash, along with a number of other interstate institutions, now requires students to pay a registration fee for this service.

## Obtaining materials from other libraries for postgraduate students and staff

The library purchased the Endeavor inter-library loan and document delivery module (Clio) to add to the Voyager system, replacing software that was no longer supported. The new software allows users to request material via the library catalogue. Implementation and development ran throughout the year, causing some disruption for users and library staff, but service level targets were maintained for all but one quarter.

This service is undergoing change. Increased support to build library research collections naturally reduces the need to acquire material from other libraries. At the same time research is increasing at Monash University and the demand remains significant.

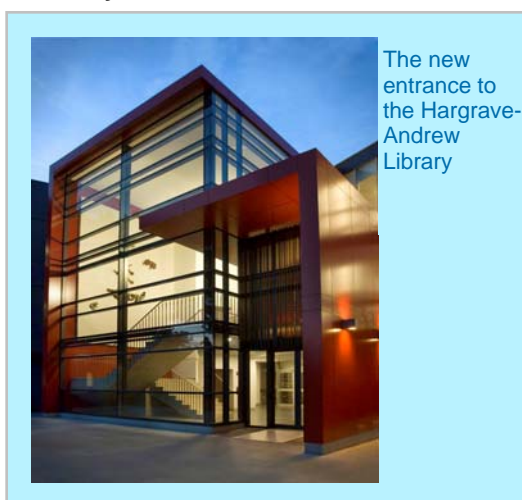
	2005	2004	%Change
Requests received from Monash Users	32,764	33,215	-1.4%
Requests processed	25,574	29,887	-14.4%
Items supplied to other libraries	9,205	10,389	-11.4%

## Goal 4: Physical Environment

The library works to enrich the total study experience through provision of innovative and welcoming learning spaces that both stimulate learning and respond to student needs.

### Providing reliable, high quality physical libraries, technology and workstations

#### Refurbishment of the Hargrave-Andrew Library



Implementation of the library's *Facilities Master Plan*, a set of guidelines for the refurbishment of all branches, commenced in 2004 with the refurbishment of the Hargrave-Andrew Library. This first in a series of refurbishments has seen the creation of an appealing, well-zoned library with logical layout of collections, new copy/print zones and flexible environments that cater to the varying needs of users. The number of workstations has doubled as a result of the refurbishment.

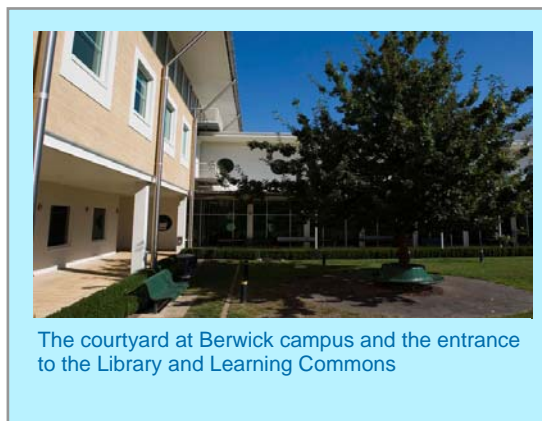
A new courtyard and entrance to the library, incorporating a café with three food outlets and courtyard seating has resulted in an improved recreational area being established for the Clayton campus.

#### Planning for the refurbishment of the Sir Louis Matheson Library

Architects were appointed in 2005 to design the refurbishment works for the Matheson Library and broad design and concept plans were completed. The detailed design and documentation phase

should be concluded during 2006 with commencement of construction later that year.

#### Expanding Berwick Library into a Library and Learning Commons



A joint project with Student, Community and Shared Services Division, Facilities and Services, Berwick Campus Management and Information Technology Services (ITS) to combine the Berwick Library and student IT computer labs into one space commenced in October 2005.

The Library and Learning Commons provides a larger, more convenient service and facility for users. Staff at a combined service desk will provide answers to both library and IT questions and resources include 'roaming help'. This involves casual staff moving around the library and learning commons to assist users at computer terminals and in study areas. The library was expanded to make room for a training room and an additional 40 computers from the IT computer laboratories, raising the total number computers to 70. A Service Level Agreement was endorsed, and library and IT staff undertook training in preparation for the new service offering.

#### Refurbishing Pharmacy Library

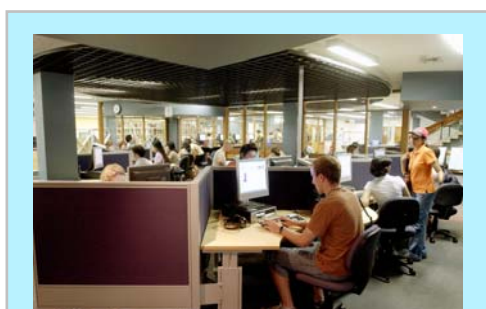
Redevelopment of the Manning building will provide the opportunity to implement Facilities Master Plan principles in a new Pharmacy Library. Construction is

expected to commence late in 2006, and will require the library to relocate to temporary accommodation for 12 months.

### **Achieving wireless coverage in all branch libraries**

The installation of a wireless network in all branch libraries was completed in mid 2005, with every branch, except Matheson, fully wired. Laptop usage has been particularly heavy in the Law and Caulfield branch libraries, with over 200 laptops connected during the peak period 11am to 2pm.

### **Improving the student computing environment**



Students using computers at the Sir Louis Matheson Library

The student computing environment was improved by offering a standard login procedure that eradicates the need for students and staff to log in to the public computers using their Novell account names and passwords. The public computers now have a Monash Authcate login which is faster, more robust and easier to use. Authcate login allows easier access for Monash affiliates and alleviates the problems associated with Novell accounts for new students at the beginning of each year. The catalogue also provides access via Authcate to protect student and staff loan details.

### **Installing a new email client on staff computers**

A new email client (Mozilla Thunderbird) was installed on all staff computers in less than two months with road shows providing an overview of the new mail client and its features. The average turnaround time for the installation of staff computers averaged less than two hours with the use of new and improved image software.

### **Implementing a new shared drive structure**

As part of the continuing project to implement the shared drive structure, a major overhaul of the staff network drive occurred with over 66,000 files deleted and condensed into a more user friendly structure. Policies were put in place to ensure that all correct file naming conventions were used, backups were carried out correctly and all master files and working tools were placed on the intranet. A policy on archiving electronic documents was also implemented. A major roadshow to educate staff on the policy was conducted over a three month period.

### **Providing a secure and safe environment**

Security alarms and video surveillance have been upgraded as part of the Hargrave-Andrew Library refurbishment. The layout of shelving and furniture in this building has also opened up areas and better lighting has provided a safer and more secure environment.

Additional video surveillance is also planned for the Matheson Library.

In 2005 the University's safety and security staff visited all branch libraries to document safety procedures and provide up-to-date advice on the university's role and responsibilities. The library now receives regular updates on security breaches and all branch staff log security matters in accordance with University guidelines.

### **Providing facilities for people with special needs**

Adaptive Technology Rooms are now operational in six library branches and are planned for Berwick and Pharmacy once building programs are completed. In 2005 more than 2,500 hours of use were logged in these facilities. In support of the technology installed in these rooms the University Library formalised a Service Level Agreement with the university's Disability Liaison Unit.

Services provided by the library for students with disabilities include retrieval of books from the collections, arranging intercampus and inter-library loans, and

personal assistance with use of adaptive technology equipment. Resting Room services provided in the Matheson Library received a boost with new furniture and redecoration.

## Providing responsive hours of opening

All branches were open all scheduled hours during 2005 with the exception of minor disruptions caused by power failures.

Following a trial in 2004 the opening hours for the Berwick library were increased to

include weekend afternoons during semester. Whilst numbers remained small they are expected to increase with the opening of the Library and Learning Commons and introduction of on-campus student accommodation in 2006.

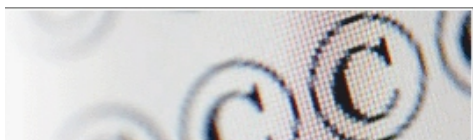
With door count figures indicating significantly more people than seats available in the Matheson Library Annexe on most evenings and weekends, the space was extended to level 1, providing an additional 60 seats and five computers. The new area was zoned quiet study-space. Complaints of overcrowding have ceased.

## Goal 5: Quality Management

In 2005 the library aimed to achieve best practice in service provision, resource and staff management and financial and administrative accountability in an environment where staff have an engagement with the university and library's vision.

### Leading and supporting the university's information management strategies

#### Assisting university staff and students in the management of their copyright responsibilities



The responsibility for many of the copyright compliance tasks formerly undertaken by CeLTs has moved under the library's banner. The Director of Corporate Services was designated the Copyright Compliance Officer for the University and the position of Copyright Adviser was also moved to the library.

In its new role, the library managed the 2005-2006 Copyright Agency Limited Sampling Survey in co-operation with the Australian Vice-Chancellors' Committee, the Copyright Agency Limited and AC Nielsen. Covering four campuses and two hospital sites, this involved staff from eight faculties and nearly one hundred departments, and included the Matheson, Law, Hargrave-Andrew, Gippsland, Caulfield and Pharmacy Libraries.

### Providing a planning and continuing improvement framework for activities and services

#### Collecting statistics

The objectives and methodology for collecting statistics were reviewed across the library in 2005. This included the collection of online services, resource, inter-campus loans, and inquiry statistics. The review was necessary to ensure that the statistics are collected in a way that

minimises effort and maximises relevance, consistency and accuracy across branches and that they meet agreed objectives. The review was also in response to changing technology and the way searches, robots, streaming and downloads are counted. As a result of the review, online services and resource statistics now count downloads where possible. We have also developed new methods of recording inquiry service statistics (to be implemented in 2006) that will provide a better understanding of patterns of work and allow us to monitor and identify service trends.

#### Improving IT Help Desk services

The Information Systems Division implemented a help desk management system in late 2005, allowing staff to register their IT and help queries over the phone and online via a web form. Improvements included:

- Staff are able to enter, monitor, close and add notes to their own job/s.
- Progress reports by IT support staff are available.
- Better monitoring, the ability to assign jobs to specialist staff and improvement in the collection of data have all been introduced.
- The analysis of trends and identification of training needs and areas that may need improving.

### Providing an energised, innovative work environment

#### Scoring positively in Monash Staff Attitude Survey

Library staff satisfaction levels were recorded as higher than the average score for Monash staff across the university and 1.5% higher than in 2003, according to the results of a survey conducted by the OSA Group on behalf of the university in November.

Of the 30 areas surveyed the library's overall staff satisfaction score was fifth

highest at 70.8%. Library staff satisfaction levels were last recorded at 68.9% in the Rodski survey in 2003.

Responses were scored on a number of different topics and results were broken down into five high level work areas, but the survey was not designed to capture data by demographics such as classification levels and other individual work units or areas. A more detailed library only survey will be carried out by the OSA Group in 2006 to explore specific areas for focus that emerged from the results.

## Managing resources in a cost-effective manner

During 2005 the library continued to pursue efficiencies in resource management and adopted financial strategies to protect the purchasing power of available resources.

The library continually seeks to extend the purchasing power of the collection acquisitions budget by negotiating the best possible terms with service providers and vendors and by collaborating with other libraries.

### ARLAC consortium

Monash University Library is a leading member of the Academic and Research Libraries Acquisitions Consortium (ARLAC), a collaboration between 11 academic and research libraries in Victoria and South Australia. In late 2003 ARLAC released a joint Request For Proposal for the supply of overseas and Australian books and ancillary services for 2004 to 2006. Under contracts signed with selected providers Monash University has received very favourable terms of trade, in return for an agreed level of business. The library exceeded its agreed level of expenditure with both service providers, and was satisfied with the operation of the agreements.

### Collaborative purchasing of electronic resources

As in previous years the library was able to participate in a number of consortium purchases of electronic resources co-ordinated by CAUL (Council of Australian University Libraries) and the Group of Eight (Go8) libraries. These arrangements enabled the library to purchase major

databases and archival access to electronic journal packages at deeply discounted prices. Significant acquisitions this year were the Online Journal Archive from Springer (Go8), Biomed Protocols and Alexander Street Press databases (CAUL). CAUL also co-ordinated a national site licence for JSTOR (an archive of important scholarly journals, which offers researchers the ability to retrieve high-resolution, scanned images of journal issues and pages as they were originally designed, printed, and illustrated) funded through the federal government Department of Education, Science and Training.

### Managing financial risk

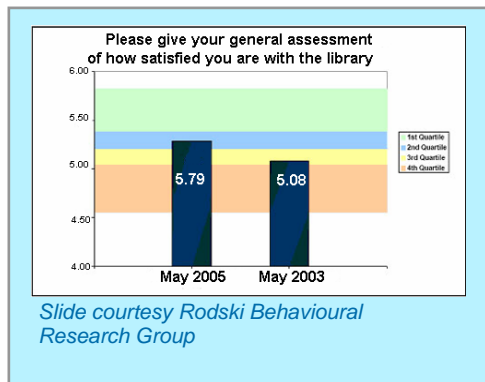
The following strategies were implemented to manage two key areas of financial risk:

- With the Australian dollar showing signs of weakness against other major currencies, the library undertook a program of forward purchasing overseas currencies to provide a buffer against unfavourable currency movements. Utilising the advice of the university's Corporate Finance Division, the program has locked in an exchange rate for a significant portion of collection purchases payable in overseas currency, providing certainty in planning and protection against unforeseen adverse currency fluctuations. The library is well positioned in 2006 as a result of currency purchases made in 2005, and will continue to strategically utilise the hedging program to manage resources into the future.
- Due to ongoing concern about the financial stability of a major journal subscription provider, a risk reduction strategy was implemented to cover a significant portion of serial subscription pre-payments.

## Operating within a marketing and communications framework

In 2005 the library continued to integrate marketing and communications principles into all aspects of its operations to increase awareness of the library's services and role within the university as well as improve the usability and effectiveness of the library's communication channels and material.

## Listening and responding to user needs



A library users' survey conducted by Rodski in May 2005 indicated increased satisfaction with the library compared to 2003 when the last survey was carried out. Monash is one of seven Group of Eight libraries, and 39 universities in total across Australia and New Zealand, that take part in regular Rodski surveys, allowing comparison on a number of key performance and satisfaction criteria.

A total of 4,133 responses were received, representing approximately 7% of the total Monash staff and student community, which was an above-average number of responses compared with other participating university libraries.

Users said that the library is performing better in all areas including:

- ✓ communication
- ✓ service quality
- ✓ service delivery
- ✓ staff.

Monash's performance was on or above the median in most areas, with the exception of facilities and equipment, and scored fourth out of the seven Group of Eight participants in "overall performance" as rated by users for 2005.

The library used the responses to prioritise areas for improvement and focus. The results of the survey were provided to users. This communication detailed the outcome of the survey and informed them of actions taken or plans for improvement as a result of the survey. Ongoing enhancements were made to areas identified by the survey during 2005.

### Monash Library Services

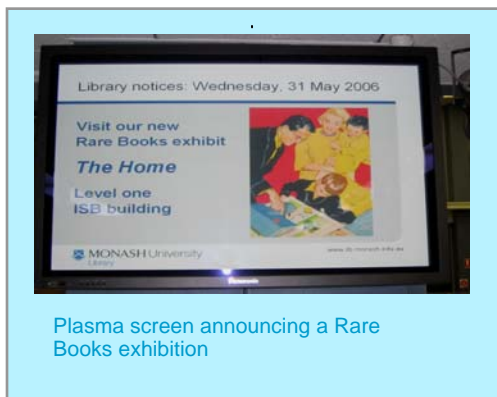
Compared with Group of Seven libraries

Survey Year	Overall Library Survey Performance Score	
	Performance Mean	Rank Among the Group 7 Libraries
2000*	5.183	2nd
2001	5.183	2nd
2002	5.183	2nd
2003*	5.022	4th
2004	5.022	4th
2005*	5.137	4th

\* Indicates Monash University Library survey year

Slide courtesy Rodski Behavioural Research Group

## Trialling and implementing electronic noticeboards



Plasma screens for use as electronic noticeboards were trialled and successfully implemented throughout all branch libraries. Used for concise, library-specific notices that can be changed on a daily basis, the plasma screens are a useful tool for branches in their communication with users. Strategically positioned in entrance areas, the electronic noticeboards communicate key messages as users enter the branch. After initial testing, it was determined that the optimum time span for each message to remain on the screen was four to six seconds, with the full range of notices for the day running for no longer than a total of 40 seconds. Templates for the notices are being used by all branches, ensuring consistency between branches.

### Facilitating staff communication

The online monthly *Staff Bulletin* launched in 2004 continued to be published, with positive feedback received from library staff. The aim of the publication is to keep staff informed of the range of activities and projects undertaken by the library and its staff, as well as acting as a primary channel for a monthly briefing from the university librarian. While it is compiled, edited and published by the Communications and Marketing Department, staff from throughout the library are involved with contributions and input at various levels, ensuring it is a truly relevant staff publication.

### Following the Facilities Master Plan

Communication with users is one of the key elements of the Facilities Master Plan, evident in the specification of fonts and other aspects relating to signs, notices,

colours, use of open space and many other tools improving easy use and navigation of the library's buildings. As the first building to be refurbished under the plan, the Hargrave-Andrew Library is now acting as the blueprint for clear, easily understandable communication that should be used throughout the library's buildings.

### Introducing new brochures

A number of new brochures were published in 2005 as part of a series aimed at marketing the library's services to niche users. *Supporting your off-campus study*, *Rare Books Collection* and *Asian Studies Research Collection* were among these brochures. As part of the library's goal to meet user needs, our brochures will be reviewed in 2006.

### Integrating communication from the library into external channels

In recognition of the value of being integrated into overall university initiatives, the library is included in communication to researchers driven by the Monash Graduate Research School. The library started to contribute to ongoing bulk email bulletins sent out to its research graduates and staff with information specific to this user segment.

## Providing an effective environment for staff performance and development for all levels of staff

### Identifying staff development needs

The university's performance management scheme provides the means by which organisational staff development needs can be identified. In 2005 more than \$100,000 was spent in this area.

By year's end:

- approximately 480 courses had been attended by staff at all levels, including specialist training for systems staff in areas critical to the library's IT operations
- 20 staff attended conferences
- 14 staff were granted study leave to undertake tertiary courses and
- a significant effort was made to document the training needs of specific library OHS roles and coordinate the training activity.

### **Recruiting new staff**

A total of 47 recruitment and induction actions were undertaken during 2005, resulting in 11 external appointments and 36 internal promotions, transfers or secondments.

A total of 384 casual contracts were raised for the year to meet peak demands in the various libraries and administrative areas.

### **Reviewing classification levels**

Considerable work was undertaken during the year to review a number of classification levels in the library. In all:

- 27 applications were reviewed
- 22 were new positions
- 5 were occupied positions and
- 4 positions were reclassified.

In addition, two positions were evaluated externally by HR Services.

### **Implementing new HR initiatives**

New initiatives in line with the library's efforts to provide an equitable and flexible working environment included adjusting time frames for overtime and casual payments and the centralisation of position descriptions.

## Goal 6: Partnership Services

In 2005 the library worked to align with the university's defining themes of innovation, engagement, internationalisation and global development to support the wider Monash community and improve services through cooperative arrangements.

### Supporting Monash students and staff in Monash affiliated hospitals and other teaching and research locations

The library continued to acquire books and print journals to support Monash students at teaching hospitals throughout Victoria. The range of electronic resources, especially e-books to support medicine and nursing students, was expanded allowing access for all Monash students regardless of where they are located.

#### Providing more resources and expertise for teaching hospitals

Providing quality library services to the Faculty of Medicine, Nursing and Health Sciences staff and students is one of the more complicated challenges for the library, due to the scattered locations and ever increasing number of hospitals involved in the faculty's teaching program, and the expansion of courses offered that require clinical placements. Currently the library supplies funding for resources and/or staffing for library services in all of the faculty's major teaching hospitals, including:

- The Alfred Hospital
- Monash Medical Centre
- Box Hill Hospital
- Latrobe Regional Hospital.

Since 2004 Monash University Library also supports teaching hospitals in Gippsland, Bendigo and Mildura. The total number of titles purchased for hospitals in 2005 was 2,906, a 50% increase over 2004. Monash students and staff in hospitals can also access electronic resources to support their teaching and learning.

Off-campus library services to third and fourth year medical students at country hospitals will be offered as a permanent service from 2006 after trial periods in 2004-05.

In 2005 the library initiated a proposal for a consultant to be engaged by the faculty to review and make recommendations on providing library services for Monash University Malaysia Medical School, including placement hospitals and clinics.

To facilitate the coordination of library services provided by the hospital libraries to Monash University staff and students, the Director, Client Services-Science Health Engineering, convenes the Hospital Librarians Committee, which meets three times a year.

Library staff from the faculty team for Medicine, Nursing and Health Sciences regularly present information literacy tutorials for Monash University staff and students located in the hospitals, and represent the university on hospital library committees such as:

- The Southern Health Library Network Committee
- The Ian Potter Advisory Committee
- The Ian Potter Management Committee.

### Supporting overseas campuses and partnerships

#### Building new Library and Learning Commons in Malaysia and South Africa

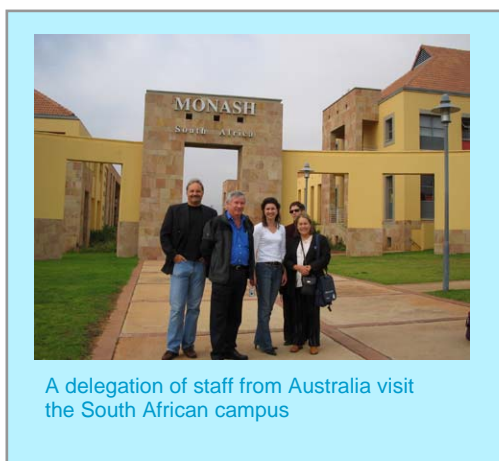
Designs for the new Library and Learning Commons in both South Africa and Malaysia were completed in late 2005, with building due to commence in March 2006 on both campuses. An integrated IT and library service will be offered in both learning commons, with South Africa also including learning and language support. The new libraries mirror the library in Australia to provide familiarity with services and layout for those students moving between campuses.

#### Supporting Malaysia and South Africa

Whenever possible, Monash campuses in Malaysia and South Africa were included in new and renewed licences for access to electronic resources. This enables

Monash students and staff at overseas campuses to access these resources through the internet.

The library catalogue for Monash South Africa (MSA) runs on the Voyager library system as a separate database located on library servers at the Clayton campus. It does not include catalogue records for electronic resources licensed on their behalf by Monash University Library. To improve access to electronic journals in South Africa a set of e-journal web pages for MSA was developed. The information for these pages is derived from the Australian catalogue and updated weekly. Records are coded to ensure that only resources licensed for MSA are included, and links are kept current by library staff in Australia.



A delegation of staff from Australia visit the South African campus

The Monash University Library undertook a comprehensive review of MSA in April 2005 and has provided MSA with assistance and expertise in a number of other areas including benchmarking practices, training analysis for staff, ordering of books and risk management. Setting up service level agreements with faculties and a client survey are among upcoming projects identified as requiring support.

## Participating in a range of other collaborative endeavours to further Monash goals

### Continuing participation in AARLIN Consortium

Monash University Library committed to a continued participation in the Australian Academic Research Libraries Information

Network (AARLIN) consortium of 12 Australian academic libraries for a further three years. By sharing the costs of acquiring skilled staff and maintaining and operating the technology infrastructure, each member institution is able to offer leading edge research services in the most cost effective and resource efficient manner. Committed service levels ensure a consistently high standard of technical support.

### Supporting international students on campus

In 2005 the library continued to provide specially tailored classes and support to the 1,665 students enrolled in the various courses offered by Monash International. A total of 809 of these were students at Monash College, and the remaining 856 were enrolled in bridging programs run by Monash University English Language Centre (MUELC).

Staff from the library's External Client Services unit gave 82 information literacy classes over the year using Monash International facilities, and trained the teachers of the various courses in nine training sessions. This program commenced in 2004 in recognition of the needs of Monash International students for specialised library skills classes and has continued to prove successful in 2005. The use of Monash International facilities has taken pressure off training rooms at the Matheson Library and both teachers and students have greatly appreciated having classes tailored specifically to the students' language ability and coursework.

### Providing external client services

The library offers a fee-based information and document delivery service to business, industry and government. The area also handles a growing alumni base, individual and corporate library memberships and delivers all library teaching programs for Monash International.

### Entertaining overseas and interstate visitors

In 2005, the library recorded 122 official interstate and overseas visitors including government ministers, ambassadors and university academics and researchers from many countries including Korea, Japan, Thailand, New Zealand, China, Malaysia, the USA, Italy and the United Kingdom. Purposes of visits ranged from

those seeking information on the ARROW project, online services and information literacy to discussions on the ePress and scholarly communication and tours of library facilities and specific collections. The University of Boston, King's College London, Hokkai Gakuen University (China), Freie Universitat (Berlin), Hokkai Gakuen University and Mahidol University (Thailand) were among the academic institutions represented by visitors during the year.

#### **Melbourne-Monash protocol**

The library continues to contribute to Monash's relationship with the University of Melbourne under the Melbourne-Monash protocol. Both universities share the expertise of Asian Studies library staff and Asian Studies development, and staff have direct access to inter-library loans.

#### **Founding member of CAVAL**

Monash University is a founding member of CAVAL which provides a range of services to universities including collaborative storage and reciprocal borrowing. Ian Wilson, the library's Director Corporate Services, was elected as a Board member on 14 November 2005, following a decision to spill all positions and create a smaller Board.

## **Supporting alumni access to Monash resources**

The library provided 498 annual library memberships to Monash alumni in 2005, including 144 renewals and 354 new members.

Monash continued to strengthen its position as a leader amongst Australian universities in the provision of electronic resources to alumni. In September 2005 the library added the Gale suite of databases to its range available to alumni members. This range now includes ProQuest, Austlit (a database of Australian literature) and Expanded Academic ASAP, amongst other databases, and offers access to a large number of full text journals.

#### **Providing online access to Monash Business Review**

In 2005 Monash University ePress provided over 4,000 postgraduate Business and Economics alumni with complimentary online access to the Monash Business Review journal published by the ePress. The ePress provides this service under the terms of its agreement with the faculty for publication of the journal.

# Appendix 1: Statistics

## 1 Library collections (volumes)

### 1a Physical collections

Library	Monographs eg. books, videos	Serials eg. journals, newspapers	Microforms eg. microfilm, microfiche	Non- book eg. CD- ROMS, maps, sheet music	2005 Total	2004 Total	% Change
Sir Louis Matheson Library (incl Rare Books)	1,131,225	164,388	327,341	23,072	1,646,026	1,558,594	5.6%
Hargrave-Andrew Library	204,492	191,536	14,235	8,396	418,659	476,918	-12.2%*
Law Library	62,488	85,677	8,853	470	157,488	154,345	2.0%
Caulfield Library	247,293	62,951	3,346	31,218	344,808	337,765	2.1%
Peninsula Library	178,988	27,906	1,914	2,600	211,408	205,122	3.1%
Berwick Library	17,012	458	18	1,590	19,078	15,329	24.5%
Gippsland Library	144,835	36,348	5,656	56,296	243,135	235,090	3.4%
C L Butchers Pharmacy Library	17,209	8,995	621	235	27,060	27,968	-3.2%
Total	2,003,542	578,259	361,984	123,877	3,067,662	3,011,131	1.9%

\*34,646 items were transferred to storage from the Hargrave-Andrew Library as part of the refurbishment

### 1b Electronic collections

	2005	2004	% Change
Electronic monographs	98,457	96,235	2.3%
Electronic serials accessible through the catalogue	26,853	21,709	19.1%
Electronic serials - as determined using CAUL deemed list guidelines	74,977	61,537	21.8%
Internet databases	752	649	15.9%

## 2 Loans and borrowing activity

<b>2a Total loans and renewals</b>			
	2005	2004	% Change
Loans	1,039,973	1,102,943	-5.7%
Renewals	660,416	640,738	3.1%
Total	1,700,389	1,743,681	-2.5%

### 2b Intercampus loans (loans between branches of Monash University Library)

	2005	2004	% Change
Holds received (not including items found on local shelves) *	127,727	NA	NA
Items charged out *	77,961	68,370	14.0%

\* In 2005, the process for requesting and supplying Inter-Campus loans was changed. As a result of this change we have introduced a new activity measure "holds received", for which no prior year comparative information is available.

### 2c. Inter-library loans (loans between libraries – reciprocal borrowing schemes)

	2005	2004	% Change
Requests received from Monash staff and students	32,764	33,215	-1.4%
Requests processed and items delivered to Monash staff and students	25,574	29,887	-14.4%
Items supplied to other libraries	9,205	10,389	-11.4%

## 3 Serving library users

### 3a Information literacy (training in using library and information resources)

	2005	2004	% Change
Sessions	1,207	1,350	-10.6%
Participants	20,722	22,709	-8.7%
Staff contact hours	1,546	1,626	-4.9%

### 3b Inquiries

	2005	2004	% Change
In person	348,492	393,336	-11.4%
By telephone	15,164	18,233	-16.8%
By email	7,167	6,515	10.0%
Total	370,823	418,084	-11.3%

<b>3c Door count</b>			
	2005	2004	% Change
Total	3,345,532	3,454,420	-3.2%

<b>3d Online services and resources activity</b>			
	2005	2004	% Change
Downloads of past exam papers **	966,304	NA	NA
Downloads of library digitised items **	3,139,712	NA	NA
Streaming of lectures online **	601,658	NA	NA

. \*\* From 2005, the library has introduced a new set of statistics for online services. Comparative figures for previous years are therefore not available

## Appendix 2: Key performance indicators

### Monash University Library Service level agreement with faculties Key performance indicators 2005

**Service: No. 1 – Information resources: access and delivery**

**Service description:** Access to materials and resources

Key performance indicator	Result	Comments
Library open 100% of advertised opening hours	All libraries were open 100% of advertised opening hours during 2005 with the exception of short-term closures due to external circumstances (see Comments)	Unplanned closures: Caulfield (8 hours 14-15 June; 14 hours 19-20 November), Gippsland (7 hours 2 November), Law (half an hour, date unspecified), Matheson Annexe (3 hours, date unspecified; 5.5 hours 12-13 September). Reported on quarterly
90% of items returned from loan reshelfed within 24 hours Monday to Friday	This KPI was more than adequately fulfilled: close to 100% of items returned from loan were either reshelfed or lent out again within 24 hours after quarterly samples were selected (see Comments for specific results)	January-March 96.86%; April-June 2005 97%; July-September 99.77%; October-December 99.11%. Measured quarterly
85% of students agree that library services are readily accessible	Table 8 of Monash Experience Questionnaire 2005 shows a 4.02 mean result in response to the question: 'The library services are readily accessible'. Responses indicated 94.4% agreement with the question. The result is an improvement of 0.13 on MEQ 2003 mean result of 3.89	The Library's 2005 score achieved the top rating for Student Support/Resources (Table 33). MEQ is conducted biennially
The Library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes	The Library catalogue was available close to 100% of library core service hours, based on 50 weeks of the year (see Comments for specific results)	January-March 99.71%; April-June 100%; July-September 98.5%; October-December 99.94%. Reported on quarterly

**Service: No. 2 – Information resources: collection management****Service description:** Development, selection, acquisition, cataloguing, maintenance and overall management of library resources

Key performance indicator	Result	Comments
95% of items requested within budget are ordered by 31 October	95.3% of items requested within budget had been ordered as at 21 December 2005	Measured quarterly against 31 October target for each year
95% of web links in the library catalogue are accurate	Close to 100% of web links in the library catalogue were accurate in 2005 sampling (see Comments for specific results)	February 98.5%; May 98.7%; 15 September 98.8%; 15 December 99.0%. Measured quarterly
85% of students agree that library resources are appropriate for their needs	Monash Experience Questionnaire 2005 results, University Summary, Table 2, indicate a mean result of 3.90 in response to the question: 'The library resources are appropriate for my needs'. Responses indicated 92.8% broad agreement with the question. The result is an improvement of 0.18 on MEQ 2003 mean result of 3.72	The Library's 2005 score achieved the second top rating for Student Support/Resources (Table 33). MEQ is conducted biennially

**Service: No. 3 – Information services****Service description:** Information services to enable library customers to identify, locate and effectively use appropriate materials and services

75% of library users satisfied with the quality of library service	74% of library users satisfied with the quality of library service	Customer survey conducted biennially by Australian university libraries by Rodksi. Monash University Library's most recent survey was in May 2005
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**Service: No. 4 – Physical environment****Service description:** Study and work environment

Key performance indicator	Result	Comments
75% of library users satisfied with library facilities and equipment	64% of library users satisfied with library facilities and equipment	Customer survey conducted biennially by Australian university libraries by Rodksi. Monash University Library's most recent survey was in May 2005

70:1 ratio of on-campus students (EFTSU) to workstations	46:1 ratio of on-campus students (EFTSU – 2005) to workstations	On-campus students (EFTSU) per workstation; measured annually. The significant change in ratio for 2005 was due to increases in the numbers of PC workstations at Hargrave-Andrew Library (46 to 128), Law (12 to 23) and Peninsula (36-43)
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#### Service: No. 5 – Flexible library services

**Service description:** Delivery of library resources to off campus students (a) students enrolled in an off campus learning course; (b) students enrolled in a course that does not require on campus attendance; (c) students undertaking a combination of on campus and off campus courses

Key performance indicator	Result	Comments
90% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday	100% of requests were resolved or forwarded for action within 48 hours of receipt Monday to Friday	Measured by samples taken biannually in January and July

#### Service: No. 6 – Document delivery services

**Service description:** Delivery of requested items not available in home campus Monash Library

Key performance indicator	Result	Comments
95% of requests dispatched to first potential supplier within one working day of receipt	Between 95% and 100% of requests were dispatched to the first potential supplier within one working day of receipt (see comments for specific results)	January-March 100%; April-June 95%; July-September 95%; October-December 100%. Sampling reported on quarterly
95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt	On one sample, the result fell below the KPI. On the other three samples, the results showed 95%-97% of requested material or notice of its availability was forwarded to postgraduate students and staff within one working day of receipt (see comments for specific results)	January-March 90%; April-June 95%; July-September 95%; October-December 97%. Sampling reported on quarterly

#### Service: No. 7 – Partnerships

**Service description:** Services to hospital libraries; services to overseas campuses and centres; co-operative services and partnerships

Key performance indicator	Result	Comments
Service level agreements negotiated with partner institutions	Major Projects Victoria commenced building the synchrotron in March 2005. Its staff are affiliates of the University and will, by agreement, be provided with library services	No other changes. Reported on biannually

## Appendix 3: Selected publications and presentations

### Publications

Bernath, V. 'Information literacy instruction for educators: Professional knowledge for an information age', *Library Management Journal*, volume 26, issue:3, 2005

Clark, L. 'F.F. Bailliere', *Australian Dictionary of Biography Supplement 1580-1980*, Melbourne University Press, 2005

Deacon, M. 'Eugenics', *Encyclopedia of Melbourne*, Cambridge University Press, 2005

Harboe-Ree, C. *Bibliometrics information kit*. September 2005. Available from <http://www.caul.edu.au/stats/caul20052bibliometrics.doc>

Harboe-Ree, C. *Joint NHMRC/AVCC Australian Code for Conducting Research 2004: Response from the Council of Australian University Librarians (CAUL)*. April 2005. Available from <http://www.caul.edu.au/gov-inqu/NHMRC-AVCCresearchcode.doc>

Harboe-Ree, C. *Managing Australian research output for increased return on investment: The role of open access institutional repositories*. Discussion paper, May 2005.

Harboe-Ree, C. *National Collaborative Research Infrastructure Strategy draft implementation framework: Submission to the Advisory Committee from the Council of Australian University Librarians (CAUL)*. February 2005. Available from <http://www.caul.edu.au/gov-inqu/NCRIS2005.doc>

Harboe-Ree, C. *Transforming scholarly communication: a Monash University perspective*. prepared for the Academic Board, March 2005

Harboe-Ree, C. et al. *The role of librarians in digital curation*. Joint paper by the CAUL e-Research Working Group, October 2005

Kim J. The following reports were published in the *East Asian Library Resources Group of Australia (EALRGA) newsletter*:

- 'Workshop for overseas librarians', 2005, Seoul, Korea, October 2005
- 4th KSAA Biennial Conference 'Intellectual Engagements with Korea: Diversity in Korean Studies in Australasia', University of Auckland, New Zealand, July 2005

Scott Maxwell, A. 'Finding a space for pop in the music of multicultural Australia', in D. Crowdy, ed., *Popular Music: Commemoration, Commodification and Communication: Proceedings of the 2004 IASPM Australia New Zealand Conference, held in conjunction with the Symposium of the International Musicological Society: 11-16 July 2004*, International Association for the Study of Popular Music, Australia & New Zealand Chapter, 2005, pp. 41-53

Smith, L. 'Online Shopping: the Australian Experience', 8:3 *Internet Law Bulletin* 44, June 2005

### Presentations

Burke, J. *Learning commons* (panel discussion) for CAVAL Reference Interest Group (CRIG) forum at Victoria University, St Albans campus, 5 August 2005

Harboe-Ree, C. *ARROW*. Presentation to the Institutional Repositories Forum, Wellington, New Zealand, November 2005

Harboe-Ree, C. *Bibliometrics: coming ready or not*. Presentation to the Council of Australian University Librarians (CAUL), Brisbane, September 2005

Harboe-Ree, C. *E-Research*. Presentation to the Council of Australian University Librarians (CAUL), Brisbane, September 2005

Harboe-Ree, C. *Repositories and RQF*. Presentation to the Council of Australian University Librarians (CAUL) Repositories Forum, Melbourne, November 2005

Hinde, N. 'Bibliographic data integrity in Voyager', presentation to ANZREG, Macquarie University, Sydney, February 2005

Huggard, S. Presentation on information systems issues to IASTP (Indonesia Australia Specialised Training Program), 16 November 2005

Huggard, S. Presentation on *Voyager Usability Study*, to ANZREG meeting, 4 February 2005 and *EndUser 2005 Conference*, 29 April 2005

Kim, J. 'Finding full text articles in Korean databases on the Internet' presented at the 4<sup>th</sup> KSAA Biennial Conference *Intellectual engagements with Korea: Diversity in Korean studies in Australasia*, at the University of Auckland, New Zealand, July 2005

Kim, J. 'Korean collection at Monash University Library', presented at the session of the Committee on Korean Materials at the Council on East Asian Libraries (CEAL), Meetings 2005, Thursday 31 March 2005

Scott Maxwell, A: 'Cooperation in the provision of library resources and expertise for Asian studies', presented as part of a roundtable on 'Collecting, cooperation and the role of the specialist: Current issues for libraries' at the *Asia Research Forum*, National Library of Australia, 24 October 2005

Smith, L. *Online Learning, Open Archives, Authors, Publishers and Users, Navigating the IP legal maze: copyright and licence issues for e-resources*, CAVAL Reference Interest Group (CRIG) Forum, May 2005

Wright, S., Williamson, S., Bernath, V. and Sullivan, J. 'The information literacy needs and practices of research students in the digital age', to *RAILS2 (2nd Research Applications in Information and Library Studies Seminar)*, National Library of Australia, Canberra ACT, 16-17 September 2005

## Appendix 4: General Library Committee

General Library Committee met four times in 2005. The committee provides a forum for advice and guidance to the University Librarian on the strategic operation and direction of the library, and acts as an advisory committee to the Academic Board.

A highlight of the year was the September meeting which was held in the newly refurbished Hargrave-Andrew Library. Members had the opportunity to join a guided tour of the library at the close of the meeting.

The final meeting of the year saw the retirement of Professor Graeme Davison, Chair of General Library Committee for the last six years. The incoming Chair, appointed by the Academic Board, is Professor John Sheridan.

### General Library Committee membership 2005

<b>Professor Graeme Davison</b> – Chair appointed by Academic Board	<b>Dr Peter Maddock</b> – Faculty of Art and Design (until September)	<b>Mr Leslie Whiteley</b> – Monash Postgraduate Association
<b>Professor Alan Lindsay</b> – Vice-Chancellor's nominee (until September)	<b>Dr Luke Morgan</b> – Faculty of Art and Design (from September)	<b>Mr Juan Munoz</b> – Monash Student Association
<b>Professor Stephen Parker</b> – Vice-Chancellor's nominee (from September)	<b>Professor Andrew Markus</b> – Faculty of Arts	<b>Ms Melissa Hill</b> – MONSU Caulfield
<b>Mr John Matthews</b> – Deputy Vice-Chancellor (Resources) nominee (until December)	<b>Associate Professor Alan Farley</b> – Faculty of Business and Economics (until December)	<b>Ms Cathrine Harboe-Ree</b> – University Librarian: ex officio
<b>Mr George Ou</b> – Vice-President (Finance) nominee (from December)	<b>Professor Tony Dingle</b> – Faculty of Business and Economics (from December)	<b>Ms Janette Burke</b> – Director, Information Systems: ex officio
<b>Associate Professor Sally Joy</b> – Academic Board representative	<b>Associate Professor Brenton Doecke</b> – Faculty of Education	<b>Ms Christine Cooze</b> – Director, Client Services, Humanities & Social Sciences : ex officio
<b>Professor Homer Le Grand</b> – Committee of Deans representative	<b>Associate Professor Wayne Cook</b> – Faculty of Engineering	<b>Ms Wilna Macmillan</b> – Director, Client Services Science, Health and Engineering: ex officio
<b>Professor Max King</b> – coopted member, Director of the Monash Research Graduate School	<b>Dr Kevin Korb</b> – Faculty of Information Technology	<b>Mr Ian Wilson</b> – Director, Corporate Services: ex officio
	<b>Associate Professor Bernadette McSherry</b> – Faculty of Law	<b>Mrs Jill Wilson</b> – Director, Information Resources: ex officio
	<b>Dr Julia Choate</b> – Faculty of Medicine, Nursing and Health Sciences	<b>Mrs Marie Pernet</b> – Committee Secretary (until May)
	<b>Ms Jennifer Short</b> – Faculty of Pharmacy	<b>Mrs Marion Miller</b> – Committee Secretary (from May).
	<b>Dr Dennis O'Dowd</b> – Faculty of Science	

# Appendix 5: Monash University ePress Advisory Committee

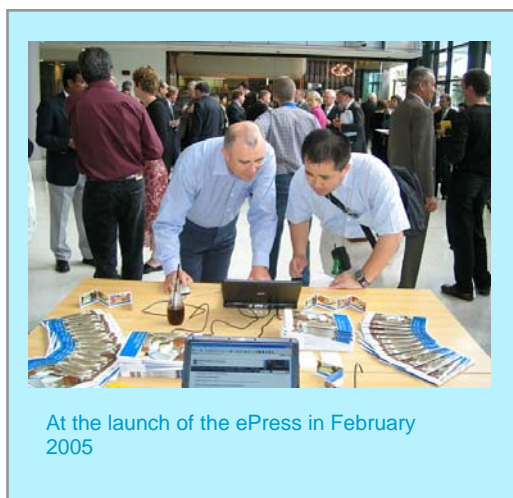
## Terms of reference

The Monash ePress advisory committee addresses the ePress's need for a consultative structure through which it can obtain advice on key directions for the ePress. The committee advises on:

- policy related to ePress services, standards and functionality
- strategic planning for the ePress, including key milestones, performance indicators and reviews
- ePress business strategies
- ePress titles (selection of contents for publication by the ePress)
- ePress sales and marketing
- policy regarding the relationships between the ePress and other university stakeholders such as university faculties, Publications Grants Committee, Research Grants and Ethics Branch.

## 2005 meeting dates

22 February  
24 May  
10 October



## Advisory committee members

- **Executive chair: Graeme Davison**, Professor, School of Historical Studies, Faculty of Arts, Monash University
- **Chair: Maxwell King**, Director of the Monash Research Graduate School, Deputy Dean and Senior Associate Dean of the Faculty of Business and Economics, Monash University
- **Chris Browne**, Professor, Faculty of Medicine, Nursing and Health Sciences, Monash University
- **Jo Bramble**, Bramble Marketing and Communications
- **Mark Davison**, Professor, Law School, Monash University
- **John Dubois**, Director, Media Communications, Monash University
- **Cathrine Harboe-Ree**, University Librarian, Monash University
- **Bernadette McSherry**, Associate Dean Research, Faculty of Law, Monash University
- **Paul Mercieca**, Lecturer, RMIT School of Business Information Technology, RMIT
- **Michele Sabto**, Manager, Monash University ePress
- **Ilana Synder**, Associate Professor, Faculty of Education, Monash University
- **Andrew Treloar**, Project Manager, Strategic Information Initiatives, Information Technology Services, Monash University

## Appendix 6: New library resources

### Major electronic backfiles purchased included:

- Six journal titles from Cell Press
- Wiley journal packages - *Cell and Developmental Biology*; *Chemistry; Analytical Sciences, Genetics & Evolution*, *Journal of Pathology*, *Numerical Methods Engineering*
- JSTOR Arts & Sciences II, III, IV, and the Ecology and Botany collections
- Coverage of *Web of Science* was extended to include *Arts & Humanities Citation Index 1975-present*, *Science Citation Index Expanded 1945-present*, *Social Sciences Citation Index 1956-present*
- *Century of science* – Science citation index 1900-1944
- *Springer historical journal archive*: in a consortium with other Group of Eight libraries Monash purchased archival retrospective access to over 800 journals published by Springer.

### Major research resources on microfilm included:

- *India during the Raj*: eyewitness accounts Parts 1 & 2: 1750 to 1860
- *Japan through Western eyes*: Manuscript records of traders, travellers, missionaries and diplomats, 1853-1941 Part 6.
- *Asian economic history*
- Women's journals 1919-1968

### New e-book collections included:

- *PsycBOOKS* from the American Psychological Association
- A range of Australian print directories and reference works online
- Online reference works from Elsevier, Gale, Knovel, Vector collection of online books from the Institute of Physics Publishing

### Newspaper backsets on microfilm purchased:

- *Straits times* 1913 -1969
- *Port Phillip herald* 1840 -1848
- *Melbourne morning herald* 1849 – 1856
- *The Herald* 1904–1949, 1971 - 1990
- *Herald Sun* 1990 – 1995

### Print publications included

- *Enciclopedia italiana di scienze, lettere ed arti*. Istituto della Enciclopedia italiana, Roma, 1949-. (35 vols)
- *Enciclopedia del novecento*. Istituto della Enciclopedia italiana, Roma, 1975-1998. (11 vols)
- *Foreign field sports, fisheries, sporting anecdotes, &c. &c : from drawings by Messrs Howitt, Atkinson, Clark, Manskirch, &c. : with a supplement of New South Wales*, Edward Orme, London 1819
- Gillray, James, 1756-1815. *The works of James Gillray, from the original plates, with the addition of many subjects not before collected*. Publisher: London : Printed for HH G Bohn, by C Whiting, 1851; with
- Wright, Thomas, 1810-1877. *Historical and descriptive account of the caricatures of James Gillray: comprising a political and humorous history of the latter part of the reign of George the Third*, by Thomas Wright and R H Evans. Henry G Bohn, London, 1851

### Substantial new electronic resources made accessible in 2005 included:

- Alexander Street Press databases on American history
- *PCI full text* : periodicals contents index full text – historical index to scholarly journal articles in the arts, humanities, and social sciences
- *MD Consult* : clinical information for physicians
- *Embase.com*
- *CUDOS* : Commonwealth universities database online service
- Biomed Protocols
- Faculty of 1000 papers published in the biological sciences
- AMICO Library digital images of works of art
- *Firstpoint* and *Taxpoint* Australian case law and taxation databases
- *Making of Modern Law: Part B* UK law
- *Digital Engineering Library*
- Optical Society of America journals online
- SPIE (The International Society for Optical Engineering) journals online
- *Chronicle of Higher Education*
- Brill journals
- *Science of Synthesis* - the online version of *Methods of Organic Chemistry*