

Monash University Library Annual Report 2009

Overview

The Library continues to transform its collections, facilities and services in response to significant changes in the University and information environments, and to ensure that the Library contributes to the achievement of the University's goals as effectively as possible.

The biennial library user survey, coordinated by the Council of Australian University Librarians using a survey instrument administered by Insync Solutions, was undertaken in May 2009. A record 6,069 responses were received from Australian, Malaysian and South African staff and students. The results placed Monash second in the Group of Eight (Go8) for the first time, while increased satisfaction with the Library's performance put it on the cusp of the first quartile (top 25%) when compared with 40 other university libraries in the database. The report shows that performance scores for each of the five survey categories have increased since the last survey in 2007. Two of the five categories, Library Staff and Information Resources, are performing in the first quartile (top 25%) compared to the whole Insync library data collection. Action plans have been developed in response to the outcomes of the survey. These include improving access to power and wireless connectivity for laptop computers, redesign of the Library website to make it easier to use, and redesign of spaces to respond to the need for quiet and group study spaces.

During 2009 important progress was made towards achieving the ten priorities set out in the 2009-2011 Library Strategic Plan. These include:

Facilities

The Library continued to upgrade and improve facilities in accordance with the Facilities Master Plan wherever possible. Most recently a new learning space has been created in the Gippsland Library, featuring a mix of innovative design, furniture and technology to create a very flexible space that is proving to be extremely popular with students. Major refurbishments are still planned for the Sir Louis Matheson and Caulfield Libraries. A decision has not yet been made about the new Law Library planned as part of a major project on the Caulfield campus.

Information research and learning skills

Learning skills is now well established in the Library and has facilitated a significant increase in the embedding and integration of learning skills and information literacy in the curriculum. A full review of learning skills conducted in 2009 concluded that the program based in the Library has been very successful. A feature of both programs is the attempt to evaluate their impact on student performance.

Resource discovery

Progress towards improving resource access and discovery has been made through the Resource Discovery Project. The second phase of the project undertook an analysis of software options and recommended a solution which will provide a new search and discovery layer for catalogued materials, electronic resources and institutional repository items. Late in 2009 the Project Steering Committee recommended the purchase of Primo v. 3 and Primo Central from Ex Libris with a view to migrating from AARLIN to an Ex Libris hosted solution in 2010 for 2011.

Resource discovery was also enhanced by the launch of the bX recommender service, which assists library users in discovering scholarly articles of potential interest based on other people's use of resources in contributing organisations.

Collection development

The Library has continued to collaborate with faculties to build a collection responsive to the University's education and research directions. Improvements have been particularly influenced by new locations for courses and research groups. Knowledge of collections is promoted through initiatives like the rare books exhibitions and publicising new acquisitions. Despite the impact of the global financial crisis and a tight University budgeting environment, the Library collections grew significantly during 2009. The collection budget was \$17.3 million, and the proportion spent on electronic resources was almost 56%. During the year the number of items in the physical collections increased slightly, however the growth in electronic resources was over 7.3%. As can be seen in the statistical summary, use of the physical resources and services offered by the Library continues to grow.

Construction has commenced on the second collaborative storage building, CARM2, to be managed by CAVAL on La Trobe University land in Bundoora. Monash and the University of Melbourne are the two major stakeholders in this undertaking, which should be ready for use by the third quarter of 2010. Planning is well advanced for the Library to begin using the store as soon as it becomes operational.

For many years the Matheson Library has had a separate Undergraduate Collection, which primarily contained course materials, and a Main Collection, which was established for researchers and academics. The two collections were merged at the end of 2009. This major project involved moving a very large number of journals, monographs and other materials throughout the Matheson Library. By the end of the project it was estimated that over 1 million volumes had been moved, along with the relocation of many bays of shelving and associated furnishings. A significant amount of space was freed up by the move, some of which has already been redeployed as quiet study space for users.

The Library is the beneficiary of the largest bequest ever received by Monash. The bequest, from the estate of Ada Booth, is valued at approximately \$10 million; it includes a large number of books, journals and sound recordings including approximately 9,000 volumes of Slavic language material, 600 English language books, hundreds of Chinese language titles and some rare Australian material. It is planned to establish an Ada Booth Slavic Collection in the Matheson Library and to further develop this using funds made available under the terms of the bequest. Ada Booth was a retired academic – a physicist – from the University of Melbourne.

The private collection of the late John Cargher, music broadcaster, comprising thousands of mostly opera music recordings (2000+ vinyl, 1200+ CDs), libretti and related material (journals, programmes, etc) was donated by Robyn Walton, John Cargher's widow, in early 2009.

Service enhancements

The Service Points Review is providing a major thrust towards continuing to improve user experience of the Library's services and collections. The project's key objective is to implement high quality, consistent physical and virtual service point operations across the whole Library. This is simplifying and streamlining access to service points for library users, and includes improved communication about the services offered. Other service enhancements include a move to open holds and reserves, the deployment of new Document Delivery software and planning for new online reading lists software.

Monash Passport

The Monash Passport, in particular the implementation of Passport 2-0 and the honours program, will influence demand on Library services from undergraduates. Loan entitlements for honours students have been increased, and Passport 2.0 will provide opportunities for an early introduction

to research information and data management practices. Library staff participated in the Honours Task Force, and this is one of the ways the range of services and collections which the Library offers for this cohort of students is communicated.

eResearch

The Library contributes to the University's eResearch strategies through the ARROW Repository, electronic publishing, data management coordination and the DARE project, and contributes to the success of the Australian National Data Service (ANDS) on a local and national level.

Library staff have led the development of the Monash Research Data Management Policy and Procedures, which will be presented to the Research Committee in 2010. In conjunction with the Monash e-Research Centre, the Library delivered exPERT seminars through the Monash Research Graduate School and faculty-specific eResearch and data management outreach programs to Higher Degree by Research (HDR) students. An operational plan for data management has been developed. The DARE project provides professional development and support for contact librarians to act as a link between researchers and the University's data management services. Project funding from ANDS through the Seeding the Commons initiative has allowed the appointment of two Research Data Librarians for one year.

The ARROW Repository has over 30,000 records providing stewardship for Monash's research output and supporting the ERA and HERDC requirements. The target of adding 20,000 records to ARROW in 2009 was exceeded and the first climate research data set was added to the repository in September.

A new ePress Manager, Dr Nathan Hollier, was appointed to lead the implementation of the review of the ePress conducted in 2008. Details of 2009 publications are attached.

In 2009 \$48 million was allocated to ANDS through the Education Investment Fund (EIF), in addition to the \$24 million already provided through NCRIS funding. This necessitated a significant rethinking of the ANDS programs and activities, and is providing an extraordinary opportunity to transform the way Australian research data is managed and made available for collaboration and further research.

eEducation

In addition to the substantial electronic resources and services already provided by the Library, an eLearning Coordinator was appointed to provide leadership in this area. Also in 2009 the Library led the deployment of Ecosystem software to substantially upgrade the Lectures Online service by providing audio and video content of lectures.

Planning for the introduction of a notebook lending trial at the Peninsula Library in 2010 was completed.

Communication

Improving awareness and use of Library services through more effective communication is a priority. The communications framework implemented in late 2008 has informed the development of communication strategies for all services and activities, and helps make the development of effective communication strategies easier for all staff. The Library's suite of user publications were reviewed and provided online where possible.

Staff

A number of strategies to improve recruitment have been implemented, including revision of procedures and the constitution of interview panels. Staff development activities throughout 2009

Monash University Library Annual Report 2009

provided opportunities for staff at all levels to participate in programs. These included group activities to support staff wellbeing and health, project management, leadership and management training, emotional intelligence workshops, and the initiation of a staff mentoring program.

The Library's performance in the staff survey was very positive, with most areas improved on the 2007 results. Action plans in response to the survey are being developed for implementation in 2010.

The excellence of the contribution made by Library staff was recognised through a number of awards in 2009. The Library's Law Faculty team won the Vice Chancellor's award for exceptional performance by professional staff for work undertaken by this group over a number years to develop undergraduate students' legal research information and communication skills within the Bachelor of Laws curriculum. The award highlighted the work of the team in developing two core units which combine face to face and online learning components and demonstrate a commitment to student-centred teaching and continuous improvement. Staff cited on the award are Lisa Smith, Kay Tucker, Poh York Lee, Geraldine Woodhatch, Caroline Knaggs, Sandra Pyke and Trish Hughes.

Veronica Png and Faculty of Business and Economics staff member Dr Aldonio Ferreira were awarded the Dean of Business and Economics Award for Excellence in Teaching for their contribution to the student learning experience through their Group Work and Group Presentation Skills collaboration.

These awards exemplify the ongoing contribution and calibre of staff in the Monash University Library.

Attachments:

1. Progress against 2009 Plan
2. Statistical summary
3. Service Level Agreement report
4. Visitors
5. Staff publications, presentations, and memberships
6. Library committees
 - A. General Library Committee
 - B. ePress Advisory Committee
 - C. Copyright Advisory Committee
 - D. Research Data Management Subcommittee
 - E. Research Data Management Advisory Group

Attachment 1: Progress against 2009 Plan

KEY AREA 1: Information Resources				
Objective To ensure that the selection, acquisition, creation, cataloguing, storage and preservation of scholarly information and the capture and promotion of Monash University research output are in line with the needs and requirements of the University community, and 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.				
Strategies	Actions	Measures / Targets / KPIs	Responsibility	Progress
1.1 Make electronic information easier to locate and use.	Develop a long term strategy for improved access to resources.	End user functionality improved and communicated to users.	Director, Central Services; Director, Information Resources; Subject librarians; Faculty Teams; Communications Manager.	Resource Discovery Framework project recommendations were presented to Library Management Committee. Recommendations included adding a resource discovery layer to Library systems to allow identification of catalogued materials, electronic resources and institutional repository items in a single search. The software should be fully implemented in 2011.
	Review the AARLIN project, the use of MultiSearch and SFX, and make recommendations for the future.	AARLIN involvement reviewed and decisions made and implemented. Trials of new software with vendors completed. MultiSearch portal and federated searching reviewed and recommendations implemented.	Director, Information Resources; Director, Central Services; Directors, Client Services.	Involvement in AARLIN will continue until December 2010. Strategies associated with cessation of AARLIN are included in recommendations of the Resource Discovery Framework project report.

Monash University Library Annual Report 2009

	Investigate federated searching options and make recommendations.	Recommendations implemented.	Director, Central Services; Director, Information Resources.	Being implemented through the Resource Discovery Framework project (above).
	Continue to implement the recommendations of the Usability Study.	Recommendations implemented.	Directors, Central Services; Client Services, Information Resources.	Several projects are adopting the usability recommendations, especially the Resource Discovery Framework and Library Guides projects. New Library web pages were developed, including update of the rare books virtual exhibition.
1.2 Develop collections to support research and education.	Build research collections in key faculty research areas, in collaboration with researchers.	Collections improved in designated areas.	Director, Information Resources; Directors, Client Services; Subject Librarians.	Improvements have been influenced by new locations for courses and research groups.
	Promote research collection strengths.	User knowledge of collections strengths increased.	Directors, Client Services; Subject Librarians; Communications Manager.	Knowledge of collections is promoted through initiatives like the Rare Books exhibitions, publicising new acquisitions to the General Library Committee (GLC) and Library News.
	Determine the collection development implications of the Monash Passport Program.	Collection development strategies modified appropriately.	Director, Information Resources; Directors, Client Services	Involvement in forums like the Honours Task Force are informing developments.

Monash University Library Annual Report 2009

1.3 Contribute to the capture and promotion of Monash University research output.	Capture and promote Monash University research output.	Research output captured.	ARROW Librarian; University Librarian; Director, Information Resources.	Adoption of eThesis submissions procedures will make an ongoing contribution to capture, while research data management activities are identifying specific outputs, e.g. Kartomi ethnomusical collection, as well as raising awareness of the opportunities and importance of exposing outputs.
	Expand the content of the ARROW Repository.	ARROW content expanded.	ARROW Librarian; University Librarian; Director, Information Resources.	Several special projects have contributed to growth during the year, for example the addition of the Lot's Wife student paper, and records for Monash publications identified through the ERA pilot exercise. The target of 20,000 records for 2009 was exceeded. The first climate research data set was added to ARROW in September.
	Support the development of Excellence in Research for Australia (ERA) measurement at Monash University.	Resources made available via the ARROW repository, with security measures in place.	ARROW Librarian, Director, Information Resources.	Support was provided for the 2009 ERA exercise and repository staff will provide specialist support for the 2010 survey.
	Contribute to HERDC Publications Survey workflow	Library resources and expertise used in development of the survey.	ARROW Librarian; Director, Information Resources.	ARROW and reference staff contributed significantly and records from the survey are being added to the repository.
1.4 Review and develop the Monash University ePress, identifying	Expand the number of titles published by ePress.	Increased number of titles on offer.	ePress Manager; University Librarian.	3 new book titles were launched in 2009 and publication of 5 journal titles continues according to

Monash University Library Annual Report 2009

sustainable strategies for its growth and development.				schedules. See Attachment 6B for details.
	Implement the findings of the review.	Findings implemented.	University Librarian; ePress Manager.	Since the appointment of a new manager for the ePress, implementation of the recommendations has commenced. The ePress will be providing a coordinated information point about all of the University's scholarly publishing and moving toward a broader faculty based commissioning model with an increased emphasis on publication of monographs, using both open access and print-on-demand strategies to make materials widely available. In an agreement with the Australian National University, new production software has been developed that extends the design and production capability of the press.
1.5 Provide leadership in information management.	Contribute to international, national and University projects building information and data management expertise.	Contributions made through appropriate projects, working parties and committees.	University Librarian; Directors.	Several staff have participated in activities including Global Research Libraries, IATUL, Educause, NEEQ, ANDS and the Monash eResearch eXpo.
	Assist in developing and implementing a research data management strategy for the	Assistance given and strategy implemented. Policy, procedures and guidelines developed	University Librarian; Director, Information Resources; Directors, Client Services; Data Management	Input to a range of policies has been made through the Research Governance Implementation Committee.

Monash University Library Annual Report 2009

	University.	and implemented. DARE project implemented.	Coordinator.	<p>A research data management policy and procedures have been tabled by the Committee and feedback has been sought from the researchers.</p> <p>The DARE project was established and the involvement of librarians researchers is increasing.</p>
	Contribute to the Australian National Data Service.	Milestones achieved. Engagement with activities.	University Librarian; Directors; Data Management Coordinator.	<p>ANDS, funded as part of the National Collaborative Research Infrastructure Strategy (NCRIS) Platforms for Collaboration¹ initiative, is led by Monash University in collaboration with the Australian National University and CSIRO. In 2009 ANDS received an additional \$48M from the Education Investment Fund (EIF) to rapidly establish and develop the Australian Research Data Commons. The ANDS Executive Director reports to the University Librarian, and there are now 25 staff located at Monash, with more staff distributed in a range of institutions Australia-wide. The University Librarian is a member of the ANDS Steering Committee and represents Monash in ANDS discussions.</p>
1.6 Re-engineer Library information resources	Continuously review processes to acquire	Quantitative measures reflecting improved	Director, Information Resources.	Verde, an e-resources management system, was

Monash University Library Annual Report 2009

processes to achieve productivity improvements.	and provide access to physical and electronic resources.	availability of resources. Qualitative measures reflecting internal process improvement.		implemented to help achieve better management of licences and record keeping for these resources.
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KEY AREA 2: Information Services

Objective

To enable the Monash community to discover and use resources for learning, teaching and research, and to support staff and students' development of skills for independent and lifelong learning through mediated, timely and flexible information services.

Strategies	Actions	Measures / Targets / KPIs	Responsibility	Progress
2.1 Encourage and support the development of information literacy throughout the University.	Work with faculties to embed and integrate information literacy and learning skills into undergraduate and postgraduate curricula.	Coverage and success of embedded and integrated programs.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams.	Activities are being informed by the Learning Skills Review report. Programs tailored for course needs have been developed in partnership with all faculties, most comprehensively with Business and Economics, Law and Pharmacy and Pharmaceutical Sciences.
	Establish evaluation processes to measure the effectiveness of information literacy and learning skills programs.	Evaluation process developed.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams.	Standardised reporting templates have been developed. KPIs are being met. MEQ and MSEQ surveys also inform evaluation.

Monash University Library Annual Report 2009

	Facilitate effective information literacy teaching methods.	Effective information literacy education methods developed for Library staff. Information literacy addressed in teacher / supervisor training.	Directors, Client Services; Information Literacy Librarian; Faculty Teams.	Workshops and information days have been held with participation of librarians and learning skills advisers. Staff have attended a range of learning opportunities.
	Initiate, share and build on successful liaison / communication practices across faculty teams.	Demonstrated improved liaison between faculty teams.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams.	Faculty team membership and terms of reference were reviewed to incorporate Learning Skills Advisers and Librarians. A poster was presented at International Congress on Medical Librarianship and a presentation on the collaborative approach to information research, learning skills and elearning was made to the Library staff information day.
2.2 Review and improve information services.	Implement recommendations from the Usability Study to improve online support services, help and self-help services.	Recommendations implemented.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams; Communications and Marketing Manager.	Principles arising from the usability study have been incorporated into all projects, including trialling a new approach to database information skills in print and online.
	Undertake the Service Points Review.	Review completed, recommendations made and implemented.	Directors, Client Services; Director, Central Services; Project Team.	Substantial progress has been made on the service points review project, based on a user centred approach to physical and virtual points of contact. Principles and a framework were developed and working groups recommended new approaches.

Monash University Library Annual Report 2009

	Implement the recommendations from the Client Services Committees Review.	Recommendations made and implemented.	Directors.	An Information Literacy and Learning Skills subcommittee of the Information Services Committee has been established. Information Services Committee and Information Resources Committee have trialled shared agendas and as a result will trial working as a joint committee in 2010.
	Update Service Level Agreement with faculties to better reflect service offer.	Service level agreement updated	Directors.	Work has not commenced on this.
	Collaborate with key centres and faculties of the University to establish co-coordinated assistance for students and staff.	Coordinated services established. Online learning environment opportunities identified and exploited.	Directors, Client Services; Director, Central Services; Project Team.	See 3.2 below, and with collaboration from CALT eXpert seminars offered as part of the Monash Research Graduate School program.
2.3 Review support plans.	Review the Research Support Plan.	Plan reviewed.	Directors, Client Services; Director, Information Resources.	No progress to date.
	Review the Education Support Plan.	Plan reviewed.	Directors, Client Services; Director, Information Resources.	No progress to date.
2.4 Engage new technologies for client services.	Monitor and examine options for new technologies in client services.	New technologies are investigated, recommendations made and implemented.	Directors, Client Services; Director, Central Services.	LibGuides technology was implemented. Video tutorials have been developed using Captivate software. Podcasts have been developed for student orientation. Video conference facilities and learning spaces have been upgraded at several branches.

Monash University Library Annual Report 2009

KEY AREA 3: Learning Skills				
Objective To develop students' core academic skills for independent and lifelong learning through a coordinated range of high quality, timely, responsive and cost-effective learning support services.				
Strategies	Actions	Measures / Targets / KPIs	Responsibility	Progress
3.1 Encourage and support the development of learning skills throughout the University.	Complete the Learning Skills Review.	Recommendations made and implemented.	University Librarian; Directors, Client Services; Learning Skills Manager.	The review was completed and the implementation of recommendations has commenced (see also 2.1 above). The review concluded that the program based in the Library has been successfully established. Attempts are being made to evaluate the program's impact on student performance.
	Work with faculties to embed and integrate learning skills and information literacy into undergraduate and postgraduate curricula.	Coverage and success of embedded and integrated programs.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams.	See also 2.1. Implementation of the recommendations of the review has commenced.
	Establish evaluation processes to measure the effectiveness of learning skills and information literacy programs.	Evaluation process developed.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams.	See also 2.1.
	Facilitate effective learning skills teaching methods.	Opportunities are provided. The Library has input to	Directors, Client Services; Learning Skills Manager; Faculty	An Association for Academic Language and Learning (AALL) seminar was held at Caulfield.

Monash University Library Annual Report 2009

		teacher and supervisor training programs.	Teams.	Learning skills advisers and librarians were involved in the Foundations at Monash and STEPS programs.
	Initiate, share and build on successful liaison and communication practices across faculty teams and within branch libraries.	Demonstrated improved liaison between faculty teams and within branch libraries.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams; Branch Managers.	As above.
	Explore the development and application of a learning skills framework.	Implementation and review of the need for further changes to the framework are complete.	Learning Skills Manager; Information Literacy Librarian; Learning Skills Advisers; Faculty Teams; Directors, Client Services; Director, Central Services.	The Research Skills Development Framework has been introduced to librarians, learning skills advisers and academics staff in a series of workshops and seminars.
3.2 Improve learning skills services.	Implement recommendations from the Usability Study to improve online support services, help and self-help services.	Recommendations implemented.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams; Communications and Marketing Manager.	See 1.1 above.
	Undertake the Service Points Review.	Review completed, recommendations made and implemented.	Directors, Client Services; Director, Central Services; Project Team.	See 2.2 above.
	Implement the recommendations from the Client Services Committees Review.	Recommendations made and implemented.	Directors.	See 2.2 above.

Monash University Library Annual Report 2009

	Review learning support website.	Strategy developed and requirements identified.	Directors, Client Services; Information Literacy Librarian; Learning Skills Manager; Library Web Manager; Learning Skills Advisers; Centre for the Advancement of Learning and Teaching (CALT); Information Technology Services.	An eLearning Coordinator has been appointed and a subcontractor employed to maintain the learning support website. A number of elearning modules are under development.
	Collaborate with key centres and faculties of the University to establish co-coordinated assistance for students and staff.	Coordinated services established. Online learning environment opportunities identified and exploited.	Directors, Client Services; Director, Central Services; Information Literacy Librarian; Learning Skills Manager; Faculty Teams.	Input was provided to the development of student diaries for 2010.
	Monitor relationships with Monash College and Monash English Language Centre (MUELC) regarding learning support services to faculties.	Shared understanding of roles, responsibilities and referral mechanism.	Directors, Client Services; Learning Skills Manager; Faculty Teams.	Information about the learning skills service offer has been provided to Monash College staff.

Monash University Library Annual Report 2009

KEY AREA 4: Lending Services				
Objective				
To support teaching, learning and research by making education and research collections readily available to Library users.				
Strategies	Actions	Measures / Targets / KPIs	Responsibility	
4.1 Develop the readings and reserve service to meet emerging and future needs.	Implement the model proposed by the Reading and Reserve Services Review.	Model is implemented.	Directors, Client Services; Branch Managers; Lending Services Librarian; Readings and Reserve Co-coordinator.	The model has been implemented.
	Investigate further capabilities of the Zephyr software to enhance online reading lists.	Software is implemented.	Directors, Client Services; Director, Central Services; Systems Manager; Branch Managers; Lending Services Librarian; Readings and Reserve Co-coordinator.	A licence agreement is being negotiated. Shibboleth is being developed for local use as part of the software implementation.
	Review the work processes and equipment of the Digitisation Centre following the implementation of Zephyr.	Review completed and recommendations implemented.	Directors, Client Services; Lending Services Librarian; Digitisation Team Leader.	The review will not commence until completion of the Aspire software implementation.
	Investigate alternative repository options for the Library's digitised images	Investigation undertaken and recommendations made.	Directors, Client Services; Lending Services Librarian; Digitisation Team Leader.	Progress is dependant on completion of the Aspire project.

Monash University Library Annual Report 2009

	Evaluate and improve ordering processes to support Readings and Reserve services.	Processes are documented and improvements implemented.	Directors, Client Services; Director, Information Resources.	Cross campus ordering procedures have been improved.
4.2 Improve the effectiveness and efficiency of Lending Services.	Trial open holds.	Recommendations implemented and further improvements recommended.	Directors, Client Services; Lending Services Librarian.	Open holds have been established at the Gippsland, Matheson, Peninsula and Pharmacy libraries and will be implemented at other branches in the future.
	Investigate further improvements for intercampus loans.	Improvements made.	Directors, Client Services; Lending Services Librarian.	Work is in progress.
	Evaluate effectiveness of the open and browsable reserve collections and consider extending the models to other branches.	Open reserves evaluated and recommendations made. Browsable reserves implemented.	Directors, Client Services; Director, Central Services; Lending Services Librarian; Branch Managers.	Recommendations have been made for smaller branches to have open reserve collections, while larger branches will have browsable reserves.
	Undertake the Service Points Review.	Review completed, recommendations made and implemented.	Directors, Client Services; Director, Central Services; Project Team.	As 2.2 above.
	Review borrowing privileges to support the Monash Passport program.	Review completed and recommendations implemented.	Directors, Client Services; Lending Services Librarian; Branch Managers.	The review was completed and privileges increased for honours students in alignment with HDR students.
4.3 Extend lending services support to international campuses.	Provide advice on the development of policies, procedures and practices for lending services at international campuses.	Advice provided.	Director, Central Services; Directors, Client Services; Lending Services Librarian; Document Delivery Librarian.	Advice has been provided, but implementation depends on appointment of new staff at the overseas campuses.

Monash University Library Annual Report 2009

	Develop lending services guidelines and processes for students and staff moving between international campuses.	Guidelines and processes developed and implemented.	Director, Central Services; Directors, Client Services; Lending Services Librarian; Document Delivery Librarian.	Policies and procedures have been endorsed, but implementation is dependant on technological solutions becoming available.
4.4 Improve mutual access to library research collections.	Implement and customise the Relais ILL software for the Monash environment.	Software is implemented.	Director, Central Services; Directors, Client Services; Systems Manager; Document Delivery Librarian.	Software has been installed and final customisation is under way.
4.5 Monitor the management and use of material located in storage.	Circulation of material is monitored. Identify budget requirements.	Usage data is collected. Budget formulated	Director, Central Services; Directors, Client Services; Lending Services Librarian	Completed.

Monash University Library Annual Report 2009

KEY AREA 5: Physical environment				
Objective				
To enrich the total study and campus experience through provision of innovative and welcoming facilities that both stimulate learning and respond to study and research needs.				
Strategies	Actions	Measures / Targets / KPIs	Responsibility	Progress
5.1 Improve facilities within available resources, adhering to the Facilities Master Plan.	Review Facilities Master Plan in light of changing user behaviour.	Review complete and recommendations implemented.	Director, Central Services.	Changes have been made to accommodate changing requirements.
	Review staff accommodation, space and operational requirements and organise required works.	Staff appropriately accommodated. Provision of meeting and training rooms meets demand.	University Librarian; Directors, Client Services; Director, Central Services; Learning Skills Manager; Branch Managers; Learning Skills Advisers; Facilities and Purchasing Manager.	Gippsland staff spaces have been updated. Work is in progress for the update of Caulfield, Hargrave-Andrew and Matheson Library facilities.
	Complete new staff and learning spaces in the Gippsland Library and review after one year.	Works completed. Review undertaken and design strategies modified if appropriate.	Branch library planning groups; Branch Managers; Directors, Client Services; Facilities and Purchasing Manager.	As above, the new learning space was completed by the end of 2009.
	Plan for the refurbishment of the Matheson Library.	Planning is ongoing.	University Librarian; Directors, Client Services; Director, Information Resources; Manager, Matheson Library; Facilities and Purchasing Manager.	Every effort is being made to lock in the University's commitment to refurbishing this Library.

Monash University Library Annual Report 2009

	Prepare for refurbishment of the Caulfield Library.	Refurbishment is designed.	Branch library planning groups; Branch Managers; Directors, Client Services; Facilities and Purchasing Manager.	As above, every effort is being made to lock in the University's commitment to refurbishing this Library.
	Contribute to the design of the new Law library at Caulfield.	Design is completed.	Branch library planning groups; Branch Managers; Directors, Client Services; Facilities and Purchasing Manager.	There was significant involvement by library staff in the early stages of the new Caulfield building for Law Faculty, which is on hold pending a decision on whether or not to proceed.
	Implement recommendations of review on use of learning spaces.	Recommendations implemented.	Director, Central Services; Facilities and Purchasing Manager.	A collaborative project is investigating user behaviour with Swinburne University and University of Queensland.
	Contribute to the University's Shared Services Review	Relevant input is provided.	Director, Central Services.	Major input to the review is being provided.
5.2 Address storage and space issues at Monash University Library.	Develop collection management plans to make best use of this and campus based facilities. Plan for procedures to provide appropriate access to materials from offsite store for all Library users.	Plans and procedures developed and implemented.	University Librarian; Director, Information Resources; Director, Central Services; Lending Services Librarian; Document Delivery Librarian.	The Matheson collection project was ongoing through 2009. The Main and Undergraduate Collections have been merged. Off site storage access is being planned.

Monash University Library Annual Report 2009

<p>5.3 Improve the student printing environment for Monash University.</p>	<p>Continue to investigate and work with Information Technology Services to provide a seamless student printing solution, including wireless printing.</p>	<p>Solutions implemented.</p>	<p>Director, Central Services; Library Budget Manager.</p>	<p>Photocopier contracts are being negotiated for installation of new equipment in 2010. Double sided printing for students is being trialled at Peninsula library. Implementation of an “online purse” for print and copier payments is a major development.</p>
<p>5.4 Continually review opening hours.</p>	<p>Implement review recommendations.</p>	<p>New hours implemented.</p>	<p>Directors, Client Services; Branch Managers.</p>	<p>Review recommendations were approved by Library Management Committee for implementation in 2010.</p>

Monash University Library Annual Report 2009

KEY AREA 6: Quality management				
Objective				
To ensure that the Library meets or exceeds the requirements and standards of best practice in the Australian university sector.				
Strategies	Actions	Measures / Targets / KPIs	Responsibility	Progress
6.1 Contribute to planning and quality activities.	Maintain, implement and review the Library risk profile and legal compliance risk register.	Library risk profile and legal compliance risk register is reviewed regularly.	Director, Central Services; Library Budget Manager.	Risk profiles have been reviewed using a new template, and high risk elements will be included in the Library Annual Plan for 2010.
	Develop a "green" strategy for the Library.	Strategy developed.	Director, Central Services.	The "top 5" green ITS strategies were adopted.
6.2 Undertake benchmarking to reach best practice standards.	Participate in the Monash University Staff Survey.	Library-specific questions included in the survey. Survey results analysed and strategies for response to outcomes developed and implemented. Effectiveness reviewed.	Directors; Library Planning Executive; Communications and Marketing Manager.	Library specific questions were included in the survey for the first time. Analysis of results is not yet available.
	Administer 2009 user survey	Survey items determined in liaison with Insync. Action plan based on results of survey prepared and implemented.	Director, Central Services; Communications and Marketing Manager; Library Planning Executive.	The survey was developed and administered, and the results analysed. Action plans have been developed.
6.3 Improve professional development.	Initiate a mentoring program for staff.	Initial mentor training programs held. Mentee program started.	Directors; Supervisors; HR Manager.	Training was completed prior to the scheme commencing in mid-2009.

Monash University Library Annual Report 2009

	Participate in the University wide Graduate Recruitment Program.	Initial participation evaluated, ongoing measures recommended.	Directors; Supervisors; HR Manager.	A program has been designed for implementation in 2010.
	Review and revise recruitment processes to achieve better exposure in the job market.	Better response rate to advertised positions resulting from cost effective advertising.	Director, Central Services; HR Manager.	The average number of applications per position has increased significantly.
	Ensure that all staff are trained in new technologies.	Training given and new technologies successfully in use by staff.	HR Manager; Supervisors.	Activity is ongoing.
6.4 Improve copyright compliance and provide support and resources to the University.	Develop copyright training to support the eThesis submissions.	Training and communication developed and made available to appropriate staff and HDR candidates.	Director, Central Services; Copyright Adviser.	A podcast detailing the eThesis project has been produced.
	Develop protocols to enable document delivery of electronic resources to External Client Services users.	Mechanisms developed in conjunction with the Copyright Agency Limited (CAL).	Director, Central Services; Copyright Adviser; Document Delivery Librarian.	A survey was conducted and the results submitted to CAL, who will negotiate with publishers to licence appropriate modes of delivery.
6.5 Improve communications.	Implement and review communication framework.	Evidence of improved communication from senior managers and other library staff.	Directors; Supervisors; Communications Manager.	The framework has been implemented; responses to the 2009 User Survey are an example of its effectiveness.
	Implement an External Client Services communications strategy.	Communications strategy developed and implemented.	Director, Central Services; External Client Services Manager; Communications Manager	A contract for provision of services to the Cancer Council has been established and targeted marketing to other prospective clients is being undertaken.

Monash University Library Annual Report 2009

KEY AREA 7: Partnerships

Objective

To align with the University's defining themes of innovation, engagement, internationalisation and global development to support the wider Monash community. Improve services through co-operative arrangements with the Council of Australian University Librarians (CAUL), CAVAL, Academic and Research Libraries Acquisitions Consortium (ARLAC), AARLIN and the Asian Libraries in Melbourne (ALIM) as part of the University of Melbourne/ Monash University Protocol and build on these relationships for the benefit of all Australian libraries, including achieving greater buying power.

Strategies	Actions	Measures / Targets / KPIs	Responsibility	Progress
7.1 Support optimum development of Monash libraries at Monash University Sunway campus and Monash South Africa.	Advise on service level agreements with Sunway and South Africa campuses. Provide advice on staffing and the operational environments of the new libraries for the Monash University Sunway campus, including Monash University Malaysia Medical School and associated hospitals, and Monash South Africa campus.	SLA implemented. Advice given.	University Librarian; Directors.	Several new staff including a Learning Skills Adviser have been appointed at Sunway campus.
	Provide advice and assistance to Sunway campus and Monash South Africa on building and providing access to library collections.	Advice and assistance given as needed.	Director, Information Resources; Director, Central Services.	The Director, Central Services is a member of the Sunway e-learning subcommittee.

Monash University Library Annual Report 2009

	Implement consistent policies across all campuses.	Policies reviewed and implemented.	Directors, Client Services; Director, Central Services.	This is an ongoing task, as appropriate.
	Recommend Voyager implementation for South Africa.	Configurations for Voyager installations in each country reviewed and recommendations made for future development and exchange of data.	Director, Central Services.	Provision of full support for Voyager in Malaysia has been scoped. No further progress towards an implementation in South Africa exists at present.
7.2 Support Monash University's partner institutions.	Define the services provided by Monash University Library to staff and students at partner institutions.	Policies created.	University Librarian; Directors.	Discussions with Monash College are proceeding.
	Ensure that the Library is involved in preliminary discussions with proposed partner institutions to clarify what services the Library can offer.	Early involvement in partnership discussions and clear definition of Library services to partner institutions.	University Librarian; Directors.	Advice and support has been provided in the establishment of the John Monash Science School.
7.3 Review resource access for Library users including alumni, third party tenants on campus, schools, TAFEs, Monash-affiliated hospitals, and Open Universities Australia students enrolled in Monash-taught units.	Provide advice on the implications of Authcate assignment for partners.	Policies are created and current.	University Librarian; Directors.	A discussion paper on Authcate allocation has been prepared for tabling at the Senior Management Team (ICT) group after discussion with Information Technology Services and other relevant groups.
	Review service level agreement with Monash College during second half of 2009.	SLA revised and changes endorsed.	Director, Central Services.	As 7.2 above.

Monash University Library Annual Report 2009

7.4 Review External Client Services.	Evaluate targeted marketing and promotion campaign.	Recommendations made towards refining the range of External Client Services products.	External Client Services Manager.	The recommendations have been reviewed and new business opportunities are being developed.
7.5 Review the Academic and Research Libraries Acquisitions Consortium (ARLAC).	Implement the Review of ARLAC based on the Terms of Reference agreed by University Librarians.	Recommendations made for the consortium agreement and terms of reference for the Request for Tender 2011-2013 reviewed.	Director, Information Resources.	The benefits of this and other collaborative acquisition projects are being evaluated and it is likely that Monash may not remain a member of ARLAC after the current contract expires.
7.6 Determine future arrangements for the Indonesian Acquisition Program following the withdrawal of support by the National Library of Australia.	Cooperate with partners in the Indonesian Acquisitions Program to review arrangements and review current arrangements.	New arrangements in place.	Director, Information Resources; Asian Research Studies Librarian.	Completed.

Monash University Library Annual Report 2009

Attachment 2: Statistical Summary

1: Library Collections (Volumes)

1a. Collections:

Library	Monographs (e.g. Books, Videos)	Serials (e.g. Journals, Newspapers)	Microforms (e.g. Microfilm, Microfiche)	Non-Book (e.g. CD-ROMS, Maps, Sheet Music, etc.)	2009 total	2008 total	% Change
Matheson (incl Rare Books)	1,020,547	174,377	332,836	35,146	1,562,906	1,607,843	-2.8%
Hargrave	225,928	186,849	18,719	5,813	437,309	430,534	1.6%
Law	68,925	87,038	8,992	682	165,637	165,502	0.1%
Caulfield	254,592	61,710	4,368	33,664	354,334	364,219	-2.7%
Peninsula	167,732	27,633	3,950	693	200,008	197,591	1.2%
Berwick	22,652	357	29	2,475	25,513	23,832	7.1%
Gippsland	133,225	32,598	5,890	54,065	225,778	230,764	-2.2%
Pharmacy	17,620	6,349	745	86	24,800	24,038	3.2%
Off Site Store	205,351	1,380	-	-	206,731	133,725	54.6%
Total	2,116,572	578,291	375,528	132,624	3,203,015	3,178,047	0.8%

1b. Electronic Collections:

	2009 total	2008 total	% Change
Electronic Monographs	341,825	318,432	7.3%
Electronic serials accessible through the catalogue	64,304	59,118	8.8%
Electronic serials - as determined using CAUL deemed list guidelines	100,329	72,364	38.6%
Internet Databases	1,118	978	14.3%

2: Loans and Borrowing Activity

2a. Total Loans and Renewals

	2009 total	2008 total	% Change
Loans	966,168	1,002,920	-3.7%
Renewals	653,646	611,351	6.9%
Total	1,619,814	1,614,271	0.3%

Monash University Library Annual Report 2009

2b. Inter-Campus Loans (Loans between Monash University Campus Libraries)

					2009 total	2008 total	% Change
Holds Received (not including items found on local shelves)					148,513	152,240	-2.4%
Items Charged Out					96,949	105,950	-8.5%

2c. Inter-Library Loans (Loans between Libraries)*

					2009 total	2008 total	% Change
Requests Received					18,868	23,130	-18.4%
Requests Processed					18,161	17,922	1.3%
Items Supplied					6,264	8,116	-22.8%

3: Serving Library Users

3a. Information Literacy (Training in using library and information resources)

					2009 total	2008 total	% Change
Sessions					1,312	1,015	29.3%
Participants					26,923	16,322	64.9%
Staff Contact Hours					1,644	1,512	8.7%

3b. Learning Skills

					2009 total	2008 total	% Change
Sessions					5,110	4,703	8.7%
Participants					50,173	30,906	62.3%
Staff Contact Hours					7,442	7,831	-5.0%

3c. Inquiries

					2009 total	2008 total	% Change
In Person (Reference Inquiries only)					90,650	83,986	7.9%
By Telephone					12,149	13,072	-7.1%
By Ask.Monash (Email)					2,184	1,869	16.9%
Via Ask.Monash FAQs accessed					17,813	22,153	-19.6%
Live Help (Online Chat)					835	1,206	-30.8%
Off Campus Support					6,288	6,541	-3.9%
Total					129,919	128,827	0.8%

Monash University Library Annual Report 2009

3d. Door Count

					2009 total	2008 total	% Change
Door Count					3,988,865	3,761,460	6.0%

3e. Online services and resources activity

					2009 total	2008 total	% Change
Downloads of past exam papers					787,728	797,913	-1.3%
Downloads of library digitised items					2,738,535	2,796,645	-2.1%
Audio streams accessed from web pages					299,748	388,880	-22.9%
MP3 downloads accessed from web pages					1,193,667	2,779,734	-57.1%
MP3 podcasting accessed from web pages					2,108,649	1,257,470	67.7%
Individual access to library supplied electronic resources					9,259,248	8,443,786	9.7%

Monash University Library Annual Report 2009

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Attachment 3: Service Level Agreement report

Support Service: MONASH UNIVERSITY LIBRARY		2009 consolidation			
Service: No. 1 – Information Resources: Access and Delivery					
Service description: Access to materials and resources					
Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
Library open 100% of advertised opening hours	All branch libraries were open 100% of their advertised hours, with the following exceptions: Brief closures required for fire drills. Industrial action limited services on 21 May at some branches. Due to plumbing problems the Matheson Library closed 2 hours early on the evening of 4 May. Gippsland Library closed for 30 minutes due to a power failure and 2 hours 30 minutes due to a storm. Berwick Library experienced two 1.25-hour interruptions due to emergency evacuations.	April, July, October and January	2009	Quarterly	% of advertised hours that the library opened

Monash University Library Annual Report 2009

	Hargrave-Andrew Library closed for 20 minutes on 8 November due to a faulty alarm. Pharmacy Library had a 35 minute power outage in November.				
90% of items returned from loan reshelfed within 24 hours Monday to Friday	This KPI was exceeded each quarter.	April, July, October and January	2009	Quarterly	% of items returned from loan reshelfed within 24 hours Monday to Friday
85% of students agree that library services are readily accessible	No report in 2009.	Last - April 2008 Next – April 2010	2009	Biennial	Monash Experience Questionnaire Report
The library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes	The catalogue was available for at least 99% of the core hours in each quarter. Unavailability was due to: 5 hours downtime over several days associated with an upgrade to the software. 1.5 hours total downtime over several days was caused by unexpected software problems and the need to reboot servers. The longest period was 45 mins on 7 April. Down time due to an unexplained server crash.	April, July, October and January	2009	Quarterly	% of hours the library catalogue available during core service hours

Further Information:

Monash University Library Annual Report 2009

Service: No. 2 – Information Resources: Collection Management					
Service description: Development, selection, acquisition, cataloguing, maintenance and overall management of library resources					
Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of items requested within budget are ordered by 31 October	97.4% of items requested within budget were ordered by October 31 2009.	April, July, October and January	2009	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	A minimum of 97.6% of accurate links in the library catalogue were identified by monthly link checking program.	April, July, October and January	2009	Quarterly	% of accurate links in the library catalogue identified by monthly link checking program
85% of students agree that library resources are appropriate for their needs	Nothing to report this period.	April 2010		Biennial	Monash Experience Questionnaire Report
Further information:					

Service: No. 3 – Information Services					
Service description: Information services to enable library customers to identify, locate and effectively use appropriate materials and services					
Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
75% of library users satisfied with the quality of library service	76.1% of library users reported that they are satisfied with the quality of library service.	October 2009	2009	Biennially	Customer survey conducted by Australian university libraries
Further information: The weighted performance index in the CAUL Insync User survey increased significantly from 2007. This results shifts Monash University Library into the first quartile and ranks second amongst the Group of Eight Universities.					

Monash University Library Annual Report 2009

Service: No. 4 – Learning Skills					
Service description: Learning skills services to facilitate the development of core skills and attributes that students need to learn within an academic environment and disciplinary context.					
Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
Improvement in identified learning skills in a minimum of 3 identified units with integrated learning skills programs.	Most units recorded positive student and/or academic staff feedback and some improved student performance in assessment tasks.	January 2010	2009	Annually	Pre and post Unit Evaluation data for selected units (‘overall satisfaction’ higher than 70% over a mean of 4)
70% of students are satisfied with the opportunities they have had to develop their language and learning skills to meet their needs at university (target mean of 4)	MEQ09 results exceeded the target with the following scores: GS1 - The course develops my problem-solving skills – 77.6%. GS2 - The course sharpens my analytical skills – 83.1%. GS5 - The course improves my skills in written communication” scored 71.4%. Aggregate score 80.1%.	January 2010	2009	Annually	Monash Experience Questionnaire (MEQ), Monash Support Experience Questionnaire (MSEQ) on alternate years. Course Experience Questionnaire (CEQ) Generic Skills scale. MEQ Generic Skills scale.
90% of Higher Degree Research students are broadly satisfied with the opportunities they have had to improve their reading and writing for research through the Learning Skills Unit (target mean of 4)	Data for 2009 has not yet been released and will be reported to the first GLC meeting after it becomes available.	January 2010	2009	Annually	HDR exit survey and biennial PostGraduate Research Supervision Surveys
Further information:					

Monash University Library Annual Report 2009

Service: No. 5 – Physical Environment					
Service description: Study and work environment					
Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
75% of library users satisfied with library facilities and equipment	69.1% of users were satisfied with the Library facilities and equipment. ¹	October 2009	2009	Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations	Current ratio is 37.8:1. ²	October 2009	2009	Annually	On-campus students (EFTSU) per workstation
<p>Further information: 1. 69.1% is an increase of 67.4% reported in the 2007 survey. Overall satisfaction increased to 76.1%, 2nd in the Go8. 2. The ratio for 2008 was reported 34.025:1. Subsequently an error was discovered and the ration should have reported as 36.355:1. There has been a significant increase in student numbers from 37,700 in 2008 to 39,425 in 2009 while the number of student computers only increased by 9. The fleet is not being increased due to the increase in laptop ownership and a preference to improve access to power points in the libraries. In some libraries there is insufficient space to increase the computer numbers.</p>					

Service: No. 6 – 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	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
90% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday	100% of requests resolved or forwarded for action within 48 hours of receipt Monday - Friday 100% of requests were resolved within 48hrs of receipt.	January and July	2009	Biannually	% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday
Further information:					

Monash University Library Annual Report 2009

Service: No. 7 – Document Delivery Services					
Service description: Delivery of requested items not available in home campus Monash Library					
Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of requests dispatched to first potential supplier within one working day of receipt	95% of requests dispatched to first potential supplier within one working day of receipt.	April, July, October and January	2009	Quarterly	% of requests dispatched to first potential supplier within one working day of receipt
95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt	95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt.	April, July, October and January	2009	Quarterly	% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt
Further information:					

Service: No. 8 – Partnerships					
Service description: Services to hospital libraries; services to overseas campuses and centres; co-operative services and partnerships					
Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
Service level agreements negotiated with partner institutions	The agreement with Monash University College has been renegotiated, to affect changes to services provided and access to information resources for students from the college.	April and October	2009	Biannually	Agreements completed and services provided as defined in service level agreements
Further information: Liaison with partners continues but during the reported time did not require any changes to agreements.					

Monash University Library Annual Report 2009

Attachment 4: Visitors 2009

Date	Name and Position	Organisation
28 Jan	Robin Rice, Data Librarian	University of Edinburgh, UK
28 Jan	Delegation	Saudi Arabia
2 April	Maureen Sullivan, Project Director, New Library System Project Tamara Pratt, Project Manager, New Library System Project Debby Macdonald, Manager, Lending Services Susan Tegg, Team Leader, Library Systems	Griffith University
8 May	Sue Tait, University Librarian	Massey University, New Zealand
18 May	Daulat Jotwani, Librarian	IITB, Mumbai, India
15 June	Majid Mohamed and Rookya Mohamed, Executive Director Study Materials, Publications, Production and Delivery	University of South Australia
13 July	Felicity McGregor, University Librarian	University of Wollongong
23 July	Judy Stokker, Director Library Services	Queensland University of Technology
24 July	Judith Murray, Vice-President, Open Learning Gordon Tarzwell, Associate Vice-President, Open Learning Bryan Daly, Academic Director, Science	Thompson Rivers University, Kaloamps, Canada
17 Sept	Vicki Picasso, Research Repository Manager	University of Newcastle
12 Aug	John Willison, Coordinator, Graduate Certificate in Education	University of Adelaide
27 Aug	Dillie George, Medical Librarian	University of Papua New Guinea, PNG
18 Sept	Sam Di Gangi, Associate Vice President University Technology and Associate Professor of Education	Arizona State University, USA
29 Sept	Tran Hoa Binh, Head Foreign Affairs Programs	HTV Vietnam
14 Oct	Clem Guthro, Library Director	Colby College, Waterville, Maine, USA
3 Nov	Jeremy Frumkin, Chief Technology Strategist and Assistant Dean, UA Libraries Terry Reese, Gray Chair for Innovative Library Services	University of Arizona, USA Oregon State University, USA
13 Nov	Lee Dirks, Director of Scholarly Communication, Microsoft Technical Computing Initiative Alex Wade, Director for Scholarly Communication, Microsoft External Research Division	Microsoft Research, USA
23 Nov	Jill Benn, Manager Science Library	University of Western Australia

Monash University Library Annual Report 2009

Attachment 5: Staff Publications, Presentations and Memberships

Publications:

Clarke, Suzanne, Searle, Samantha, Harrison, Andrew, 'Scholarly information repository services at Monash University', International Association of Technological University Libraries, Leuven, Belgium, June 2009. <http://arrow.monash.edu.au/hdl/1959.1/75384>

Hatta, A. 'Conference report: the joint conference of JSAA and ICJLE in Sydney', East Asian library Resources Group of Australia newsletter, no. 54 (July 2009). URL: <http://coombs.anu.edu.au/SpecialProj/NLA/EALRGA/newsletter.html#JUL09>

Hatta, A. 'Conference report: the joint conference of JSAA and ICJLE in Sydney', East Asian library Resources Group of Australia newsletter, no. 54 (July 2009). URL: <http://coombs.anu.edu.au/SpecialProj/NLA/EALRGA/newsletter.html#JUL09>

Jodell, F., Russell, F., Tepper, K., Todd, P. & Zahora, T. *Joined at the hip: partnerships between librarians and learning skills advisers*. Poster session presented at the International Congress of Medical Librarianship, Brisbane, September 2009.

Kim, J-S. 'Library Services for Korean Studies at Monash University,' *Global Korea: old and new : proceedings of the Sixth Biennial Conference Korean Studies Association of Australasia*, 340-347, 2009.

Kim, J-S. 'Conference report: Library Services for Korean Studies at Monash University,' *EALRGA Newsletter*, 54. http://coombs.anu.edu.au/SpecialProj/NLA/EALRGA/newsletter0907/0907_jkim.html (This was based on a presentation given at the 6th Biennial Conference Korean Studies Association of Australasia in July 2009 at the University of Sydney)

Kishere, D. 'Providing a reference service in Chinese Studies at Monash University Library,' *EALRGA Newsletter*, 54. <http://coombs.anu.edu.au/SpecialProj/NLA/EALRGA/newsletter.html#JUL09> (This was based on a presentation given at the Chinese Studies Association of Australia conference in July 2009 at the University of Sydney).

Macmillan, Wilna, Clarke, Suzanne, Harboe-Ree, Cathrine, Searle, Samantha, Clark, Neil, 'To Dare or Not to Dare', EDUCAUSE Australasia, Perth, May 2009, <http://arrow.monash.edu.au/hdl/1959.1/76552>

Russell, F. [Review of the book *Handbook of Library Training Practice and Development, volume 3*, by Alan Brine], *Australian Academic and Research Libraries*, 40 (3): 235, 2009.

Russell, F. 'Energise> Enthuse> Inspire: From here to infinity,' *InCite*, 30 (9): 36, 2009. <http://membership.alia.org.au/lib/pdf/publishing/incite/2009/v30.09.pdf>

Scott-Maxwell, A. 'From San Remo to the Antipodes: Singing, Songwriting and the Italian Song Festival Tradition in Australia', in C. Strong and M. Phillipov, eds., *Stuck in the Middle: The Mainstream and Its Discontents, Selected Proceedings of the 2008 IASPM-ANZ Conference, Griffith University, Brisbane*, Auckland, IASPM-ANZ, 2009: 101-108.

Scott-Maxwell, A. 'From San Remo to the Antipodes: Singing, Songwriting and the Italian Song Festival Tradition in Australia', in C. Strong and M. Phillipov, eds., *Stuck in the Middle: The Mainstream and Its Discontents, Selected Proceedings of the 2008 IASPM-ANZ Conference, Griffith University, Brisbane*, Auckland, IASPM-ANZ, 2009: 101-108.

Scott-Maxwell, A. 'Monash and the Malay World: Scholarship, Politics and Libraries', in R. Rustam & Z. Baba (eds), *Libraries and the Malay World*, Bangi, Institut Alam dan Tamadun Melayu, Universiti Kebangsaan Malaysia, 2009: 123-135.

Scott-Maxwell, A. 'Monash and the Malay World: Scholarship, Politics and Libraries', in R. Rustam & Z. Baba (eds), *Libraries and the Malay World*, Bangi, Institut Alam dan Tamadun Melayu, Universiti Kebangsaan Malaysia, 2009: 123-135.

Suzuki, K. 'Synergies of technology and technique: a batch process trial for copy cataloguing Japanese donation monographs as an outcome of multiple employment', ALIA National Library and Information Technicians Conference 2009, web paper available from <http://conferences.alia.org.au/libtec2009/Documents%20for%20Links/SuzukiALIA09-paper.pdf> (also presented at the conference, Adelaide, 15-18 September 2009).

Monash University Library Annual Report 2009

Presentations

- Clarke, S. Ex Libris Seminar and Launch of Bx Recommender, Sydney, 2009.
- Everaert, A. 'Engineering Essentials: a collaborative approach to transition'. Presentation to Ninth Biennial National Conference of the Association for Academic Language and Learning, Brisbane, November 2009.
- Harboe-Ree, C. 'Old dogs and new tricks: Libraries and the information lifecycle.' Presentation to Elsevier Research Trends and Innovation Conference, Melbourne, September 2009.
- Harboe-Ree, C. 'Research data management at Monash University: an update.' Presentation to CAUL, Newcastle, April 2009.
- Herrin, S 'Printing of Australian pamphlets', talk given to the Book Collector's Society of Australia. 25 Sept. 2009.
- Irons, E. 'Navigating the culture of the faculty: Discovery Week in Art and Design at Monash University.' Presentation to 12th Pacific Rim First Year in Higher Education Conference 2009, Townsville 29 June -1 July 2009.
- Kim, J-S 'Online resources on Korea.' Presentation to UNSW National Strategic Conference 2009: Korean Language and Studies Education in Australia, Sydney, 20 November 2009.
- Kishere, D. 'Providing a reference service in Chinese Studies at Monash University Library'. Chinese Studies Association of Australia conference in July 2009 at the University of Sydney
- Overell, R. 'Rare Books Librarianship', talk given at the Bibliographical Society of Australia and New Zealand Conference in Brisbane, 21 July 2009.
- Overell, R. 'Swift and Defoe', talk given to the Friends of Monash University Library, 30 July 2009.
- Runner, D. 'Monash University's Resource Discovery Framework', Digital Interest Group, Collaborative Action by Victorian Academic Libraries [CAVAL], Melbourne, July 2009.
- Runner, D. 'Verde Implementation' ANZREG meeting, University of Technology Sydney, January 2009.
- Russell, F. 'On the flip side: Career motivations and aspirations of new professionals in the information industry.' Presentation to the CAVAL People in the Information Profession, Melbourne, October 2009. http://www.caval.edu.au/assets/files/CHRG/People_Conference/Session_D_Room_2/
- Scott-Maxwell, A. 'From China Girl to the Butterfly Seer: Episodes in a History of Australian Musical Representations of and Encounters with Asia', Musicological Society of Australia National Conference, Newcastle University, September 2009
- Scott-Maxwell, A. 'The Monash University collections of pre-1945 non-English language resources for the study of Indonesia: a library perspective', Indonesian Council Open Conference, University of Sydney, July 2009
- Scott-Maxwell, A. Panel co-convenor (with Dr Joost Coté), 'Colonial-era and post-colonial non-English language historical resources for the study of Indonesia in Australia', Indonesian Council Open Conference, University of Sydney, July 2009
- Scott-Maxwell, A. Panel co-convenor (with Dr Joost Coté), 'Colonial-era and post-colonial non-English language historical resources for the study of Indonesia in Australia', Indonesian Council Open Conference, University of Sydney, July 2009
- Searle, S. 'Institutional approaches to data management support: exploring different models.' eResearch Australasia, Sydney, November 2009.
- Searle, S. 'Research data management activities at Monash University.' Swinburne University, December 2009.
- Searle, S. 'Research data management: A Monash University perspective.' King Faisal University Workshop, November 2009.
- Searle, S. 'Research data management: an update on Monash University Library activities.' Victorian e-Research Strategic Initiative (VeRSI) eCoffee presentation, May 2009.

Monash University Library Annual Report 2009

Thurlow, S. *Just in time: A partnership to assist first year Business Law students at Monash University*. Poster presentation to Ninth Biennial National Conference of the Association for Academic Language and Learning, University of Queensland, Brisbane, November, 2009.

Monash University Library Annual Report 2009

Committee and Group memberships

Caroline Knaggs	Secretary, ALIA Pathways (Information Literacy) Committee. Member, CAVAL Reference Interest Group (CRIG), SCIL Committee
Cathrine Harboe-Ree	Member, <i>Australian Academic and Research Libraries</i> Editorial Board. Member, Australian National Data Service (ANDS) Steering Committee. President, Council of Australian University Librarians (CAUL), from September 2009. Faculty member, CAUDIT/Educause Institute. Member, Program Committee, Global Research Library 2020. Member, Group of Eight Librarians. Member, Victorian University Librarians' Group.
Donna Runner	Member, Digital Interest Group, Collaborative Action by Victorian Academic Libraries [CAVAL].
Ian McGregor	Chair, CAVAL Reciprocal Borrowing Executive Committee
Janette Burke	Member, CAVAL Board.
Sam Searle	Member, Australian National Data Service (ANDS) eResearch Support Forum.
Stephen Herrin	Secretary, Friends of the Monash Library.
Steven Thurlow	Member, Association for Academic Language and Learning
Kay Tucker	Member, <i>Australian Law Librarian</i> Editorial Board
Sue Little	Member, ALIA Public Sector Information Advisory Committee
Suzanne Clarke	Member, G07 Last Copy Working Party. Convenor, ARLAC (Academic and Research Libraries Acquisition Consortium) Member, AARLIN (Australian Academic Research Libraries Information Network) Management Committee. Member, ALIM (Asian Research Libraries in Melbourne) Management Committee. Member, Nereus Steering Committee.

Monash University Library Annual Report 2009

Attachment 6: Library Committees 2009

A. General Library Committee

General Library Committee met four times in 2009. 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.

Presentations featured in the year's meetings included data management at Monash, the Monash ARROW repository, the bX Recommender service and the library of the future. The Committee also endorsed the Library's 2008 annual report and strategic plan for 2010.

Membership in 2009 was as follows:

Professor John Sheridan (Chair) – appointed by Academic Board

Professor Adam Shoemaker – Vice-Chancellor's nominee

Mr George Ou – Vice-President Finance nominee

Professor Valerie Clulow – Academic Board (until June 2009)

Professor Kate Smith-Miles – Academic Board (from June 2009)

Professor Ron Weber – Strategy and Resources Committee

Professor Max King – Office of the Deputy Vice-Chancellor (Research) – coopted

Ms Margo Hellyer – Information Technology Services – coopted

Dr Lorraine Bennett – Centre for the Advancement of Learning and Teaching – coopted (until June 2009)

Professor Marnie Hughes-Warrington – Pro Vice-Chancellor (Learning and Teaching) – coopted (from June 2009)

Dr Luke Morgan – Faculty of Art and Design

Professor Alistair Thomson – Faculty of Arts

Professor Julian Teicher – Faculty of Business and Economics

Dr Graham Parr – Faculty of Education

Professor Wayne Cook – Faculty of Engineering

Dr Larry Stillman – Faculty of Information Technology

Ms Susan Barkehall-Thomas – Faculty of Law

Dr Julia Choate – Faculty of Medicine, Nursing and Health Sciences

Ms Suzanne Caliph – Faculty of Pharmacy and Pharmaceutical Sciences

Dr Ross Thompson – Faculty of Science

Ms Clare Hughes-- Monash Postgraduate Association

Ms Lauren O'Dwyer – Monash Student Association

Ms Emma Weir – Monash University Student Union (MONSU) Caulfield

Ms Cathrine Harboe-Ree – University Librarian – ex officio

Ms Janette Burke – Director, Central Services, Library – ex officio

Ms Sue Clarke – Director, Information Resources, Library – ex officio

Ms Wilna Macmillan – Director, Client Services, Science, Health and Engineering, Library – ex officio

Ms Lisa Smith – Director, Client Services, Humanities and Social Sciences, Library – ex officio

Ms Marion Miller – Committee executive.

Monash University Library Annual Report 2009

B. Monash University ePress Advisory Committee

The ePress Advisory Committee met three times. Membership in 2009 was as follows:

Professor Maxwell King (Chair) – Director Monash Research Graduate School, Deputy Dean and Senior Associate Dean of the Faculty of Business and Economics

Ms Jo Bramble – Bramble Marketing and Communications

Ms Sue Clarke – Director, Information Resources Division

Professor Graeme Davison – Executive chair, School of Historical Studies, Faculty of Arts

Ms Cathrine Harboe-Ree – University Librarian

Dr Nathan Hollier – Manager, Monash University ePress (From May 2009)

Associate Professor Graeme Johanson – Director of the Caulfield School of Information Technology, Faculty of Information Technology

Miss Karinne Ludlow – Senior Lecturer, Faculty of Law

Mr Peter Mathews – Library Planning Executive

Mr Paul Mercieca – Lecturer, RMIT School of Business Information Technology, RMIT University

Professor Mark Peel – Associate Dean, Teaching, Faculty of Arts

Ms Michele Sabto – Manager, Monash University ePress (Until March 2009)

Professor Adam Shoemaker – Deputy Vice-Chancellor (Education)

Professor Ilana Snyder – Associate Dean, Faculty of Education

Dr Andrew Treloar – Project Manager, Strategic Information Initiatives, Information Technology Services

Mr Tim Winkler – Director, University Marketing.

C. Copyright Advisory Committee

The Copyright Advisory Committee met three times. Membership in 2009 was as follows:

Janette Burke (Chair) – Director Central Services, Library

Julie Burbidge / Megan Deacon – Copyright Advisers

Glenda Beecher – Deputy University Solicitor, Solicitors' Office

John Blyth – Video Production Services, Advancement

Charlotte Brack – Faculty of Medicine, Nursing and Health Sciences

Sue Clarke – Director, Information Resources, Library

Margo Hellyer – Director, Client Services, ITS / Christian Wilson IT Security Manager

Nicola Howard / Martin Taylor – Faculty of Art & Design

Kevin Korb – Faculty of Information Technology

Vicky Kristoffersen – Faculty of Arts

Steve Scroggie – Faculty Finance & Resources Manager, Faculty of Science

Paul Sugden – Faculty of Business and Economics

Alison Whitley – Director, Off Campus Learning Services.

Monash University Library Annual Report 2009

D. Research Data Management Subcommittee

The Research Data Management Subcommittee, a subcommittee of the Monash e-Research Steering Committee, met three times. Membership in 2009 was as follows:

Ms Cathrine Harboe-Ree (Chair) – University Librarian

Mr Paul Bonnington – Director, Monash e-Research Centre

Ms Halina Oswald – Director, Research Office

Mr Alan McMeekin – Executive Director, Information Technology Services

Professor Max King – Director, Monash Research Graduate School

Ms Janet Brennen – Director, University Records and Archives Service

Ms Sue Clarke – Director, Information Resources Division, Library

Ms Wilna Macmillan / Ms Lisa Smith – Director, Client Services Division, Library

Mr David Groenewegen – Australian National Data Service

Mr Neil Clarke – Infrastructure Services, Information Technology Services

Ms Sam Searle – Committee executive.

E. Research Data Management Advisory Group

The Research Data Management Advisory Group was established during 2009 and met twice. Membership was as follows:

Ms Sue Clarke (Chair) – Director, Information Resources Division, Library

Mr Vince Dziekan – Faculty of Art and Design

Dr Fiona Neilson – Faculty of Arts

Ms Maria McKeown / Mr Simon Liddle – Faculty of Business and Economics

Dr Deanna De Zilwa – Faculty of Education

Associate Professor Malin Premaratne – Faculty of Engineering

Professor Frada Burstein – Faculty of Information Technology

Mr Chris Wood – Faculty of Law

Dr Juanita Fernando – Faculty of Medicine, Nursing and Health Sciences

Ms Carolyn Fox – Faculty of Pharmacy and Pharmaceutical Sciences

Professor Paul Cally – Faculty of Science

Mr Michael Murphy – Research Office

Professor Rod Devenish – Monash Research Graduate School

Mr Nicholas McPhee – Monash e-Research Centre

Mr Neil Clarke – Infrastructure Services, Information Technology Services

Ms Wilna Macmillan / Ms Lisa Smith – Director, Client Services Division, Library

Ms Sam Searle – Committee executive.