Mission
Monash University Library advances scholarship by enabling the effective discovery and use of information for education and research.

Special thanks
Monash University Library wishes to thank all those people who have made gifts to the Library in 2007. We have been most encouraged by your ongoing support. Students at Monash University are indeed fortunate to have the generosity of donors in helping to provide world-class collections and facilities.

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Cover image: Students outside Monash University Sunway Library and Learning Commons, Malaysia, opened September 2007.
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Continue to improve Library marketing and communications programs
To provide an effective staff performance and development program

Goal 6: Partnerships

Support Monash students and staff in Monash affiliated hospitals and other teaching and research locations
Support international campuses and partnerships
Provide services as appropriate to Monash partner organisations and commercial operations on campus
Participate in a range of other collaborative endeavours to further Monash goals
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In 2007 the Library continued to develop its services and take on new roles in order to improve its contribution to Monash University.

One of the Library’s most significant contributions to the University’s education objectives was taking responsibility for the University’s language and learning services. It did this by establishing the Learning Skills Unit as part of the Library’s operations, with learning skills advisers based in each branch library. The learning skills service model is very closely aligned with the learning commons concept and the Library’s information literacy programs. This new arrangement has provided an exceptional platform for information services staff and learning skills advisers to work with each other and with academic staff to ensure integration of learning skills and information literacy into coursework. Co-locating learning skills advisers and librarians in branch libraries enhances this collaboration. An excellent example of the model was the involvement of Business and Economics subject librarians and learning skills advisers in the review of six Bachelor of Business units, resulting in the integration of information and learning skills into the foundation units and assessment of these skills as part of the unit curriculum. As well as teaching within the academic curriculum, learning skills advisers use library facilities for their programs and for regular “drop-in” sessions for students.

The Library’s Education Support Plan was also published during the year, complementing the previously published Research Support Plan. These Plans provide a focus for more strategic support of the University’s essential activities.

During 2007 more than 3.5 million visits were made to the Libraries. Once again this is an increase over last year’s results, and is evidence of the importance of libraries as learning spaces on campuses. Under the Library’s Facilities Master Plan, which guides a coordinated program of improvement and refurbishment across all campuses, planning for a major refurbishment of the Pharmacy Library was completed. This work should be completed during the first half of 2008.

At the heart of the Library’s services is the collection, which in 2007 continued its strong growth as a result of the University’s sustained funding commitment. Over 44,000 new volumes were added to the physical collection. Continued growth of electronic resources means that Monash has one of the best developed University Library collections in Australia, providing access to almost 800 databases, very nearly 75,000 electronic journals, and more than 245,000 electronic books. Almost 50% of the acquisitions budget was spent on electronic resources. This reflects the changing way the Library provides services to both our student and research communities.

The Library continues to provide excellent support to Monash staff and students, evidenced by improvements in the results of the 2007 Library user survey. This biennial survey provides a valuable measure of performance over time and enables comparisons against Group of Eight university libraries. This year’s results showed an improvement in the Library’s ranking in several areas. The Library continues to meet or exceed its performance targets as specified in its Service Level Agreements (SLA) with faculties.

New libraries opened on both the South African and Malaysian campuses during the year. A number of visits were made by Library staff to and from these campuses, continuing to support staff and facilities development on these sites.

In partnership with the e-Research Centre and the Information Technology Services division, the Library is playing a leading role supporting best practice in the development of repositories for published and unpublished research. During 2007 the Monash node of ARROW (Australian Research Repositories Online to the World) extended its content significantly and now includes material from a wide range of research disciplines. The range of book and journal titles offered by the ePress continued to grow.

This activity has now extended to the development of the University’s ability to manage the growing volume and complexity of digital data created through research. A data management policy and plan were created and trialled with a number of researchers in 2007, in readiness for more extensive application in 2008.
While some traditional uses of the Library have been declining, the number of library visits rose by 3.5% and accesses to electronic resources increased by almost 300%. This dramatic increase reflects the growth in the electronic resources collection, improved access to the resources through federated searching tools such as Multisearch and increased awareness of these resources on the part of library users.

Compared to audiostreaming previously supplied, the more popular MP3 format for downloading and podcasting of lectures has increased the use of Monash University Lectures Online.

I am very proud of the way that Monash University Library staff continue to embrace the need to evolve and develop services in response to the University’s objectives and requirements. This is a wonderful group of staff to work with, and I thank each and every one for another strong year of achievement. I would also like to thank the University for its ongoing commitment to the Library, which is expressed in a number of ways, not least through maintenance of the budget, without which the Library could not strive to be one of the leading academic libraries in the world.

Cathrine Harboe-Ree
University Librarian
2007 Priorities

The Library Strategic Plan for 2007 defined ten priorities. Important progress was made in fulfilling these during the year.

1. **Upgrading facilities in response to the Facilities Master Plan**
   Facilities continued to be improved across all branches, with additional workstations and improved seating installed. Planning and design for the new Pharmacy Library was completed. Meeting spaces and staff areas in the branches were refurbished to accommodate the new Learning Skills Unit.

2. **Continuing to develop teaching and learning services through integration of information literacy education into coursework and delivery through learning commons and use of technology**
   In addition to the major development of establishing the Learning Skills Unit into Library operations, very pleasing progress was made towards integrating information literacy into coursework.

3. **Developing information services to meet the changing needs and behaviours of staff and students**
   The results of the 2007 Library users survey show that overall satisfaction among Monash University Library users has risen to 75.3% in 2007 from 73.5% in 2005. The Library again improved its rating by one quartile to move into the top 50% of libraries surveyed.

4. **Improving access to an increasing collection of information resources through the development and implementation of a resource discovery framework**
   A Resource Discovery Framework has been developed to consider future strategies to make information resources easier for users to identify, locate and use. The Framework recognises that users work in a complex information environment where print-based information is used alongside commercial electronic resources, digital scholarly information, and the internet. This means that the traditional “one-stop-shop” provided by the Library through the catalogue is no longer adequate, and that the catalogue has become one element in a set of inter-related resource discovery tools. An action plan based on the key recommendations has been developed.

5. **Supporting the new libraries at the Malaysia and South Africa campuses**
   The new three-storey Library and Learning Commons building on the Monash South Africa campus was officially opened in February 2007. Sunway campus, Malaysia officially opened its new Library and Learning Commons in September 2007. Both libraries have been designed and positioned to be the focal point of the campus. The furniture, décor and equipment used in the new buildings comply with the Library’s Facilities Master Plan. Student response to the Australian style learning spaces within Library facilities has been very positive.
   Assistance and access to resources were provided throughout the year to both Sunway campus and South Africa Library and Learning Commons.

6. **Improving research support through increased research training and improved communication with faculty members**
   The Research Support Plan continued to guide a focussed approach to supporting the University’s research activity. Of special interest was the launch of the Visual History Archive of the University of Southern California Shoah Foundation Institute for Visual History and Education at Monash, as well as a number of other special collection development activities.
7. Helping to develop national and university information management through management of the ARROW project and participation in the digital data management and Research Quality Frameworks

Monash continued to lead the Federal Government funded ARROW project, which now supports 16 Australian institutions. The ARROW team at Monash, with assistance from other Library staff and in co-operation with Faculty and University staff, supported the Research Quality Framework (RQF) by locating copies of the selected research outputs and preparing accurate digital versions for storage in a secure version of the ARROW repository.

In addition, the Library collaborates with a number of key groups across the University to support research data management. Library staff coordinated the development and trialling of a data management plan, policy and template. In November the Library ran a workshop contributing to researchers’ and research managers’ understanding of research data management, storage and preservation.

8. Developing the range of services and publications of Monash University ePress

In 2007 the ePress published twelve journal issues and three books, or 294 articles and chapters. Since its foundation in 2005 the ePress has published 45 books and journal issues, or 813 articles and chapters.

9. Developing and implementing a medium term strategy for use of leased space at CARM and articulating a storage strategy for the collection to resolve longer term requirements

The Library has developed a long term storage strategy to provide storage for physical collections for all Victorian branches, in order to provide effective management of the growing research collection. While this long term storage is being resolved, Monash University has taken a perpetual lease on an additional 1,750 linear metres of off site storage space.

10. Developing the ability of staff to provide outstanding services in a rapidly changing environment

The Professional Development Framework project charter was developed in 2007 to provide a vision and action plan for staff development and training for 2008 and beyond. The project charter is the beginning of a process to create a Professional Development Framework.

A management skills development program was developed to target staff at HEW 5 and above who aspire to progress to management positions. The program will be piloted in 2008.

Learning skills drop-in session at Caulfield Library
Goal 1: Information Resources

Ensure the selection, acquisition, creation, cataloguing, storage and preservation of scholarly information is in line with the needs and requirements of the university community.

Provide prompt, seamless, reliable and easy-to-use access to high quality scholarly information, regardless of the location of the information or the user.

Evaluate, select, acquire and license new materials (both print and electronic)

Acquiring and processing new materials

The Collection budget for 2007 was $14,530,817. While this represented a 1.4% increase from the 2006 budget, in real dollar terms it did not meet the rising costs of scholarly publications. This was offset by the continuing buoyancy of the Australian dollar. Expenditure on electronic resources increased while expenditure on printed resources dropped. The changes in spending patterns are shown in the following table.

Percentages of acquisitions expenditure

<table>
<thead>
<tr>
<th>Type</th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic resources</td>
<td>50%</td>
<td>44.2%</td>
</tr>
<tr>
<td>Print journal subscriptions</td>
<td>18%</td>
<td>19.7%</td>
</tr>
<tr>
<td>Print books, AV, microform etc.</td>
<td>32%</td>
<td>36.1%</td>
</tr>
</tbody>
</table>

This expenditure translated into the placement of 53,011 printed book orders in 2007 compared with 55,360 in 2006. Also in 2007, 50,157 non-serial items were added to the collection compared with 65,033 in 2006. A number of important collections of e-books were purchased during 2007 bringing the number of titles of e-books to 245,687, representing an increase of 0.8%. E-book collections included the Royal Society Collection (700 titles), Elsevier e-books (4,000 titles) and additional Springer e-books packages, making a total of 11 subject collections. A more detailed listing of key new resources is included in Appendix 6.

The trend from print to electronic is highlighted by a 9.7% increase in the acquisition of electronic serials, to a total of 74,977 titles. In 2007, 320 print serials were cancelled.

Donations

Several valuable donations were received during 2007, including $14,000 from Sandy Michell through the Friends of the Library.

Dr John Emmerson, President of the Friends of the Library and executor of a trust fund from the estate of Theodore Alexander Scheps, in memory of Ida Scheps, once again arranged a donation of $4000. In 2007 two significant purchases for the rare books collection were made using this donation:

- Erasmus, Desiderius, d. 1536. *Witt against wisdom, or, A panegyrick upon folly / pennt’d in Latin by Desiderius Erasmus; render’d into English*. Publisher: Oxford: Printed by L. Lichfield, printer to the University, for Anthony Stephens, 1683.


The Asian Studies collection received fifteen boxes of books, serials and pamphlets from the Inside Indonesia magazine office (the office is closing down due to the magazine going online).
The materials cover areas such as Indonesian human rights, environmental and development issues. Ten boxes of books were also donated by the Korea Foundation.

**Provide access to resources through the catalogue**

New bibliographic records for several categories of material were added to the catalogue during 2007. These included 45,252 monograph records, and 4,813 non-book records and 62,916 electronic resources records. These records facilitate access to e-books and aggregated serial collections.

Projects undertaken during 2007 to improve the coverage and accuracy of the catalogue included replacement of over 16,000 brief records with full records and the systematic correction of over 20,000 other records.

**Provide resource discovery tools to enable access to electronic resources including journals, books, articles and web sites**

The Library continued to participate in the Australian Academic and Research Library Network (AARLIN). At Monash the AARLIN portal is used to provide the Multisearch access to information resources in all formats, wherever they are located, through deep linking to the full text of resources and searching across databases.

The need for improved access to searching across multiple databases was identified through a user survey and improvements were implemented to facilitate access to library databases using Multisearch. The software was updated to provide a better user interface. It now provides a more immediate display of “Full Text” links as well as cleaner and easier to read results. The naming of the “SFX” button was changed to “Check for Full Text” to help users. The subject categories for use with databases were customised to match the subject requirements of our users. These customised search pages are linked to customised web pages to enable simultaneous searching of key resources in a number of subject areas, including sociology and criminology.

**E-books page**

The Library has a large number of e-books. To improve visibility and access to these a web page was established to link to the major e-book packages to which the Library subscribes. This page provides links to over 70 e-book packages, as well as a search page providing access to well over 300,000 e-books.

**Improved access to new title lists**

The new titles page was updated to provide improved searching and linking to new titles in the library catalogue. The page enables users to search for new items, which can be limited to a particular faculty or resource type such as electronic resources. The results can be reformatted to display in order of call number, location, author or title, and new items can be searched for the previous four weeks.

Using an RSS (Really Simple Syndication) feed, a weekly list of new titles added to the catalogue is sent to user’s RSS-enabled readers or email clients. The main advantage of this is that once a user has subscribed to the service new titles are automatically pushed out to their RSS.

**Podcasting popular with students**

In 2007 MP3 audio lectures via podcasting and direct downloads were introduced. Of the 795 units available in Monash University Lectures Online (MULO), 89% offered MP3 via podcasting and direct downloads as well as audio streaming. These two options were extremely popular with 599,270 MP3 files delivered via podcasting. From January to June 681,526 MP3 direct downloads occurred. Users much preferred the option of downloading and listening to the lectures off line, as shown by a 39% decrease in the use of audio streaming from 750,624 audio streams in 2006 to 458,689 in 2007.
SMS service expanded

The Library has offered a service for users who place items on hold to receive mobile telephone Simple Messaging System (SMS) notifications when those items are available for pickup.

In 2007 the SMS system was expanded to include courtesy notices for items due to be returned, items which were overdue and for which fines were owing. Over 2,209 users registered for the SMS service and 23,025 SMS messages were sent throughout the year.

Provide physical access to print collections held in branch libraries

Long-term storage strategy

The Library has a long term storage strategy which provides a framework for storing the physical collections for the University’s Australian libraries.

The Library bought 500 linear metres of high density shelving space at the Cooperative Action by Victorian Academic Libraries (CAVAL) Archive and Research Materials (CARM) store at the end of 2007. Monash now has a total of 3,060 linear metres of offsite storage at the CARM store. Guidelines for moving materials to the Offsite Store are in place and 78,403 items were moved to the store by the end of 2007, which is an increase of 169% from 2006. In part this was due to a major review and weeding of the Sir Louis Matheson Library undergraduate collection completed towards the end of the year. Items at the Offsite Store are available on request through the library catalogue.

Discussions commenced with CAVAL about the possibility of Monash acquiring a significant amount of storage space in the planned new CARM2 facility.

Promote and preserve the University’s intellectual output

ARROW

Monash University continued to lead the federally funded ARROW project (Australian Research Repositories Online to the World), which supports the development of best practice institutional repositories. The ARROW community now comprises 16 institutions nationally. During 2007 repository capability grew considerably, particularly with the influx of government funding to ensure that institutions could use repositories to support the RQF. The ARROW project managed a number of special initiatives, including a national metadata group and a project to explore the deployment of persistent identifiers in repositories.

Monash ARROW Repository

ARROW continued to provide support for the Research Quality Framework (RQF) in 2007. The Library’s ARROW team, with assistance from other Library staff and in co-operation with Faculty and University staff, supported the RQF by locating copies of selected research outputs and preparing accurate digital versions for storage in a secure version of the ARROW repository. Links to the research outputs were provided through the university’s Research Masters system. When the 2007 RQF was cancelled by the Federal Government, in December 2007, 99% of the nominated research outputs had been collected, for a total of 3694 publications.

Other major activity for ARROW in 2007 included:

- 500 retrospectively scanned PhD theses were added to the repository.
- The Donald Cochrane Library’s collection of economics working papers were scanned.
- Since April 2003, Nereus Consortium has been developing innovative information services to connect existing essential research resources and to unlock new content from economics faculties in Europe and beyond. Nereus is integrating access to the economics resources of key libraries, academic publications and other online resources. The ARROW repository was prepared to harvest Faculty of Business and Economics Working Paper records to contribute to
Nereus. Test data has been harvested from the Monash ARROW repository and sent to Nereus for validation. Records will be loaded from ARROW to Nereus during 2008.

- Sample music recordings from the Australian Archive of Jewish Music and the first crystallography datasets were added. This 35Gb crystallography dataset is permanently linked to an article in *Science* magazine. Adding data underlying research publications will be a priority for ARROW during the next phase of its development.

- Monash University Linguistics Papers were added to the Open Access Journal Collection.

- Extensive work was undertaken in the later part of the year to prepare for the planned upgrade to the next major release of the VITAL software in early 2008.

- The ARROW team also assisted the Institute of Transport Studies to establish the Social Research in Transport Clearing House on behalf of the Victorian State Government. The SORT Clearing House aims to increase awareness of social issues in transport by making it easier to access research in this area. It is a two year trial project.

**Postgraduate History Prize**

In 2007 the ePress secured funding for a new postgraduate history prize from the Australian Copyright Agency Limited (CAL), for the Australian Historical Association (AHA). The AHA/CAL Postgraduate History Prize of $4,000 is for an unpublished article-length work of historical research in any area of historical enquiry, produced by a postgraduate student enrolled in an Australian university in the year of the prize. This prize will help foster historical research and writing amongst Australian postgraduates.

The winning entry will be published in the AHA journal *History Australia*. CAL funding is providing initial funding for three years plus a small amount for administration of the prize by the AHA.

The prize will be publicised by the ePress, the AHA and the Monash School of Historical Studies.

**Monash University ePress**

In 2007 the ePress published twelve journal issues and three books, or 294 articles and chapters. This brings the total number of books and journal issues published since its foundation in 2004 to 45, or 813 articles and chapters.

In 2007, a major achievement for the ePress was the publication of the *Telecommunications Journal of Australia (TJA)*. The *TJA* is the journal of the Telecommunications Society of Australia and has been published in print by the Society for over 75 years. One of the earliest issues carries a letter from Alexander Graham Bell. It covers technical, economic, social and legal aspects of the rapidly expanding communications industry. The Society has approximately 1,500 members, who receive the journal with membership.

The ePress published three new books in 2007:

- *The Spirit of Secular Art*, by Robert Nelson
- *No Way to Go*, edited by Graham Currie, Janet Stanley and John Stanley
- *Learning Discourses*, edited by Helen Marriott, Tim Moore, and Robyn Spence-Brown

In 2007, five new titles were commissioned for publication in 2008: *Australians in Italy, Australians in Britain, Orb and Sceptre, Seize the Day and Information Technology at Monash University, 1960 to 1990*. 

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**Announcing a new history prize**

The AHA / CAL Postgraduate History Prize (worth $4000)

**Conditions:**

1) Closing date for submissions is 10 March 2008.
2) Applicants must have been postgraduates enrolled in an Australian university during the year 2007, in any relevant discipline.
3) The work must be previously unpublished.
4) The word limit is 6000 words, including references and bibliography.

**For further information please visit:**

- [www.epress.monash.edu/aha](http://www.epress.monash.edu/aha)

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**The Australian Historical Association (AHA), Copyright Agency Limited (CAL) and Monash University ePress are delighted to announce a prestigious new Postgraduate History Prize.**

**ClearWash:**

- 2. AHA funding will be provided to a maximum of $2,000 per applicant.
- 3. The AHA will cover costs, including postage and mailing.
- 4. AHA will also provide the editor of the *History Australia* magazine with a copy of the prize-winning article.

For further information please visit:

- [www.epress.monash.edu/aha](http://www.epress.monash.edu/aha)

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**Photo: Sheep buyers from Nosawa & Co, c1940. Courtesy of the National Archives**

- [www.epress.monash.edu/aha](http://www.epress.monash.edu/aha)
Key achievements in 2007 included:

- A significant rise in usage for ePress journals *History Australia*, *Australian Review of Applied Linguistics* and *The Bible and Critical Theory*. In the case of *History Australia*, full-text accesses of the journal rose 53% from 2006 to 2007 (2,836 to 4,343).

- A significant increase in membership numbers for The Australian Historical Association on whose behalf the ePress publishes the journal *History Australia*. In 2007 membership rose 27% from 2006.


**Improve the utility of the University’s information management processes.**

**Data management**

The Library plays a role in a number of projects contributing to better data and information management across the University. These include the local implementations of the ARROW, ARCHER (Australian Research Enabling Environment) and DART (Dataset Acquisition, Accessibility and Annotation e-Research Technology) projects and the establishment of the LaRDS (Large Research Data Store) service.

The Library contributed significantly towards efforts to support research data management during 2007. This included leadership of the development of the draft Data Management Plan and pilot testing with selected researchers. The Library organised, and several library staff made presentations at, a research data management seminar for faculty researchers and research managers. The seminar highlighted issues that must be considered in the collection, management and preservation of research data.

The ARCHER and ARROW projects are investigating tools, requirements and management of data and datasets related to published material. The ARCHER project is analysing eResearch data and information management needs and requirements and is adapting the generic DART middleware/software tools to suit each research area.
Goal 2: Information Services

Assist 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.

Provide co-ordinated, proactive services under the ‘one library’ banner while still meeting individual campus and faculty needs

ask.monash is an FAQ-based (Frequently Asked Questions) enquiry system which manages Monash and external queries. The Library joined this service in August 2006. During 2007, a total of 21,388 FAQs were viewed by Monash staff and students, 1,941 enquiries were submitted. 4,931 answers were viewed by enquirers external to the University, and 317 enquiries were subsequently submitted. The most heavily used FAQ for internal users was “Where can I find past exam papers?” and external users accessed the question “Can I borrow from Monash University Library?” most often.

The University undertook a post implementation review of the service which showed its availability has reduced the number of enquiries submitted to the Library Helpdesk and suggests that customers are using the FAQ self-service option before submitting an enquiry.

Advise and assist academic staff and students with the use of services and collections

Rare Books exhibitions

Ephemera

A display of Ephemera in the Library’s Rare Books Collection was opened in October 2006 and ran until March 2007. Ephemera is printed material that is used for various purposes and then discarded. These fragments of the past illuminate previous lives for future generations. Items displayed range from the 17th century to the present. The Library has been collecting ephemera since the early 1990s in support of research by social historians. Among the earliest examples were pieces concerned with an execution in 1678; tourist notices from the early 19th century; early greetings cards including valentines; a colour brochure for the first Holden car from 1950; the first Moomba programme from 1955 and current posters and fliers for music events and political campaigns. The exhibition was curated by Richard Overell, Rare Books Librarian and was opened by Dr Seamus O’Hanlon, School of Historical Studies, Monash University.
Australian women writers 1900-1950

This exhibition was curated by Associate Professor Maryanne Dever and Dr Ann Vickery of the Centre for Women’s Studies. It included works by over 100 novelists and poets, represented in first and early editions drawn from the rich collection held in the Monash University Library Rare Books Collection. As well as mainstream literature there were representative selections from such genres as romance and crime fiction. The exhibition was opened on 29 March by Dr Janine Burke.

The Pacific

This exhibition highlighted around 100 items ranging from the early eighteenth century to the early twentieth-century relating to European discovery and exploration of the Pacific, the activities of the missionaries, traders and blackbirders as well as accounts by those who visited for pleasure. The material forms part of Monash University Library’s extensive collection of travel literature. The exhibition was curated by Richard Overell, Rare Books Librarian, and was opened in September 2007 by Dr Matt Tomlinson, Lecturer in Anthropology, Monash University.

Engage and liaise with faculty members and students about the development of services and collections

Library and academic staff worked together to develop collections for a range of courses in 2007.

In collaboration with the Faculty of Information Technology the Berwick Library team developed a new collection of art, architecture and design materials on Art Deco buildings, furniture and fashion. The collection enables students to ‘drag reality back into the virtual world’ in creating virtual environments. A virtual town, in a collaborative environment, was built based on Art Deco architecture. Once complete, it was possible to ‘walk’ down the main street, visiting each building in turn, as in a Second Life environment. ‘Twenty’s Town’ together with the Library’s history and design collections, give the information technology students a broad range of ideas and an appreciation of history. In 2008 the Library will be acquiring material on Roman soldiers, 1920 gangsters and astronauts for another project.

Caulfield Library has traditionally collected architecture material for the Interior Architecture and Design courses. In 2006, with the announcement of a new architecture course in 2008, Library staff, in consultation with the program co-ordinator and foundation staff, began building a collection to support the new course. The collection’s theoretical and historical depth has been increased with 1,700 new items and a large number of monographs was transferred from the Sir Louis Matheson Library. Ecospecifier, Masters of Architecture and BDP environment design guide have recently been added to the major electronic resources acquired for Architecture, along with a package of 95 electronic books. Strategies have been established to continue to develop this collection.

A graduate entry Bachelor of Medicine, Bachelor of Surgery (MBBS) program will commence in 2008 at the Gippsland campus. Gippsland Library staff have been working with the faculty and medical librarians at Clayton to develop a collection to support the program. Reading lists, reserve and reference collections have been established to support the initial year’s intake to the course and the collection will continue to be developed as research programs are established and as the first cohort of students progress through the MBBS program.

Library staff with knowledge of Hargrave-Andrew Library, Sir Louis Matheson Store, special collections and Rare Books worked with academic staff in Geography and Environmental Science to incorporate a large donation of material from the Rural Water Corporation (now part of the Department of Sustainability and Environment) into the Library. The collection spans 1907 to 1995 and includes unpublished reports, background papers, including cartographic materials, and some loose notes. The collection provides a rare resource for researchers in water governance, a rapidly growing area of research, and “rates and magnitudes of change” studies where historical records can be compared with satellite imagery as part of undergraduate research training in some areas. Other materials from the commission are located at the Public Records Office of Victoria and the State Library.
Develop information literacy

There was a slight decline in the number of information literacy sessions and participants in this period, reflecting a concentration on integrating information literacy into coursework. Overall there were 20,747 participants, which is a decrease of 2.6%. Participants included a large number of undergraduates and a significant number of postgraduates and academic staff. Feedback from participants on the usefulness of the sessions was very positive.

Professional development for Library staff involved in information literacy centred on workshops on ‘Designing learning tasks around information literacy’. This had an immediate impact on the way sessions are developed. A librarian from the Hargrave-Andrew Library travelled to the Malaysia campus to assist with training staff in information literacy skills and delivery of information literacy sessions, as part of the Monash Staff Mobility Program. In the second half of the year two joint information sessions were held for staff involved in information literacy and the learning skills advisers.

Faculty specific information literacy programs included the development of new tutorials for first year Pharmacy students and, for the first time, an information literacy lecture for second year students in Medicine as a bridge between the first and third year programs. New interactive classes were developed for Art and Design students, and information literacy tutorials were developed for incorporation into Faculty units in MUSO using Captivate software.

With the establishment of the Learning Skills Unit within the Library in second semester, a range of programs were developed to incorporate both information literacy and learning skills. Integration and embedding both learning skills and information literacy into faculty curricula is a key plank in the Library’s approach to skills development. Under this model, learning skills advisers and librarians involved in information literacy work with faculty academic staff to ensure that students develop the suite of skills and understandings needed for lifelong learning.

A highlight of 2007 was the progress made towards establishing an integrated model in the Faculty of Business and Economics first year Bachelor of Business at Caulfield campus. Learning skills advisers, subject librarians and the Centre for the Advancement of Learning and Teaching (CALT) staff have played a key role in the review of the Bachelor of Business first year program with the Faculty. The revised curriculum, in which learning skills and information literacy are fully embedded within the work requirements and assessment, will be implemented in 2008. Learning skills advisers and librarians will work in support of the six core units.

In the Faculty of Law, the Research and Writing Unit is a compulsory unit for first year Bachelor of Laws students. The unit has been developed collaboratively by Faculty academics, librarians and learning skills staff and will be delivered from semester 2, 2008 with teaching input and support from subject librarians and learning skills advisers.

Provide relevant guides to services and collections

In 2006 a consultant was engaged to study usability of the Library’s print and online guides to selecting and using resources. When the report was received early in 2007 the recommendations were prioritised, an action plan was developed and implementation commenced.

The study initially focused on self-help guides, but personal help services (information desks, email, telephone, etc) emerged as so important to users that they were also included. The report also highlighted a need for personal assistance for the significant numbers of users who visit the physical libraries infrequently.

Improving these services became a priority.

- Email help was transferred to ask.monash in August 2006; this enhanced service provides both self-help FAQs and personal responses.
- Telephone help hours were extended to 9.00 am to 10.00 pm on weekdays and from 1.00 pm to 5.00 pm on weekends from second semester. This was achieved by running the service from more than one branch.
- Online chat hours were altered to midday to 5.00 pm in response to a review of usage and feedback. Plans were also put in place to increase the hours into the evening and include loans staff in providing the service on a trial basis in first semester 2008.
These initiatives provide the basis for an integrated virtual service point, as a first step in responding to the report’s recommendation to increase the reach of the Library’s highly regarded person-to-person help services.

The study found a high level of satisfaction and appreciation of the services currently provided amongst those who were aware of them. Of concern was the observation that many users were not aware of their availability. Better marketing was a strong theme throughout the report.

The study also found that:

- ‘trial and error’ is the overwhelming preference in overcoming difficulties, when not in a library, compared with seeking help from a service point or publication;
- users consider themselves ‘time poor’ and need convincing to go beyond the ‘trial and error’ method, although they acknowledge the value of reading a guide, taking an online tutorial or attending a class;
- users are ‘outcome oriented’ even when they have time – if the help is not conveniently available at their point of need, they will not leave the current task to look for it. This point had particular implications for library produced database guides, where it is the vendor’s online help that is most readily available.

In response to the findings, a new suite of 70 database guides is being developed, concentrating on promoting key databases to assist users to choose where to start searching for information. These will replace over 200 step by step guides to using databases. The new guides will be available online and on paper in 2008 and will be evaluated during the year.

Implementing the report’s recommendations will continue in 2008, addressing the treatment of subject and topic based help, such as subject guides, resource guides and pathfinders.

Another key recommendation was to redesign the help gateways to better point users to the most appropriate information for their current need. Interestingly, this coincides with the findings of the Resource Discovery Project, and will be addressed accordingly.

Learning Skills was established in the Library after this study was completed, but an important future task will be to assess and integrate learning skills and related help material, using the principles laid down in the report.

Promote the research strengths of the collection

Launch of the Visual History Archive

Monash students and staff were provided access through the Library’s website to testimonies in the Visual History Archive of the University of Southern California Shoah Foundation Institute for Visual History and Education. Members of the public can access the Archive through public workstations in each branch library.

With nearly 52,000 video testimonies of Holocaust survivors and other witnesses, in 32 languages and from 56 countries, this collection is the largest visual history archive in the world. Since March 2007, more than 2,000 interviews recorded in Australia have been stored electronically at Monash University and are immediately available for teaching and research purposes. Users can access all other interviews within 48 hours of their request. Subject librarians are trained in searching the Archive in order to support its potential use by academics in a range of disciplines across the University. Students have already used the Archive for assignments. This access is made possible through the generous support of Lee Liberman and the Pratt Foundation.

Work with faculties to provide support for teaching and research activities

As previously noted, learning support services became the responsibility of the Library from second semester 2007, moving from the University’s Centre for the Advancement of Learning and Teaching (CALT). The new Library-based model emphasises development of learning skills rather than remediation and builds on the concept of the learning commons. This concept seeks to provide a high quality, cost effective, centralised library precinct with services and resources that
support students’ learning and enriches and inspires them to actively participate in the learning process.

Learning skills can be defined as the core skills and attributes that tertiary students need to learn within an academic environment and disciplinary context. These include effective study, reading and exam preparation skills, techniques for effective listening and note-taking in lectures and seminars, oral communication and presentation skills, and academic essay, report and thesis writing skills. Commensurate with the Library’s developmental model is an emphasis on the integration and embedding of learning skills within faculty curricula.

The Learning Skills Unit was established in early 2007. Fourteen learning skills advisers were appointed by August 2007. Three additional staff will commence in early 2008, including a learning skills adviser for Peninsula campus, where the Library assumes responsibility for learning support services from 2008. Learning skills advisers are based in libraries across the University’s Australian campuses, to support students from undergraduate through to Higher Degree Research (HDR) levels. Recruitment of a Learning Skills Manager is scheduled for early 2008. It is anticipated that the Library service model will provide three more EFT staff positions than was the case under the previous CALT service model.

A range of programs was developed and implemented by learning skills advisers during second semester 2007. Noteworthy programs devised in collaboration with faculty academic staff included the Keys to Success program for Faculty of Information Technology coursework Masters students at the Caulfield and Clayton campuses, and a program of workshops developed for the BIO1022 biological sciences unit that also included diagnostic testing of students.
Goal 3: Lending Services

Support teaching, learning and research by making course and research materials readily available for undergraduate and postgraduate students and staff.

Provide loans services from any branch of Monash University Library

Borrowing from the collection

A Loans and Document Delivery policy was developed and agreed in 2007.

New security system for DVD/CD resources

A new security system was purchased late in 2007 for DVDs in all branches. The system enables improved student access to these collections. It also has significant advantages for staff in reducing manual handling risks and turnaround time required when processing DVDs.

Loans statistics

<table>
<thead>
<tr>
<th>Branch library</th>
<th>2007 total loans</th>
<th>Change from 2006</th>
<th>Change%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Berwick</td>
<td>31,311</td>
<td>-704</td>
<td>-2.20%</td>
</tr>
<tr>
<td>Caulfield</td>
<td>259,319</td>
<td>+12,947</td>
<td>+5.26%</td>
</tr>
<tr>
<td>Gippsland</td>
<td>57,139</td>
<td>-3,894</td>
<td>-6.38%</td>
</tr>
<tr>
<td>Hargrave-Andrew</td>
<td>142,060</td>
<td>-7,173</td>
<td>-4.81%</td>
</tr>
<tr>
<td>Law</td>
<td>48,484</td>
<td>+1,047</td>
<td>+2.21%</td>
</tr>
<tr>
<td>Sir Louis Matheson</td>
<td>388,904</td>
<td>-23,809</td>
<td>-5.77%</td>
</tr>
<tr>
<td>Peninsula</td>
<td>63,063</td>
<td>-1,861</td>
<td>-2.87%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>17,011</td>
<td>-3,819</td>
<td>-18.33%</td>
</tr>
</tbody>
</table>

Overall, loans dropped slightly by 2.6%, from 1,035,593 in 2006 to 1,008,626 in 2007. Loans at the Pharmacy Library were reduced by the disruption caused by building activity at the Parkville Campus and the change to an open reserve system. Caulfield Library experienced an increase in loans this year, reversing the decline experienced in 2006.

Items borrowed and then renewed declined by 7.04% from 652,607 in 2006 to 606,655 in 2007. The combined effect of this was a 4.32% decrease in loans and renewals.

Self check terminals were installed at Gippsland, Law and Peninsula branch libraries in December 2007 and will be operational in all branches in 2008.

Borrowing from collections at other campuses

Requesting items from the collection through the library catalogue, regardless of the item’s branch location, continues to be a popular service. In 2007, users requested 153,433 items be sent to another branch library. This is an increase of 4,489, or 3%, in 2007. Of these, 94,720 were charged to a patron’s record and many more were browsed in the libraries. Overall, 244,623 hold requests were placed, an increase of 5,626 items, or 2.35%.

A review seeking improvements to this popular service was held and in 2008 items to be picked up will be kept on shelf for seven days (increased from five days), while users will no longer be able to place holds on items from their home library.
Provide reserve collections and electronic reading lists

The temporary relocation of the Pharmacy Library provided an opportunity to trial Open Reserve. Users could find and retrieve items and use them in or out of the library for the loan period. The open reserve system provides much better access for users. However use is not recorded in loan statistics, as discussed previously. The success of the trial means that it will continue in the refurbished Pharmacy Library. The Gippsland Library is developing an Open Reserve to be implemented at the beginning of 2008, thereby extending the flexibility of services offered on this campus.

In 2007 44,990 items were borrowed from the hard copy reserve collections compared with 47,630 in 2006, representing a 5.54% decrease in loans. A change in the recording of the statistics in 2007 reveals that a further 32,788 items that are permanently located in the reserve collections, mainly in the Music and Multimedia collection at the Sir Louis Matheson library, were also borrowed in 2007.

Demand for electronic reading lists remains strong. In 2007, reading lists were created for 1,036 units, compared to 1,052 units in 2006.

Readings and Reserve Services review

A review commenced in late 2006 to develop a service model and related policies and practices and to investigate technological improvements to manage current and potential demand for the readings and reserve service.

A service model has been defined and a service statement prepared that outlines:

- what the Library expects of the service
- what the service offers to both academics and students; and
- what the Library expects from academics and students using the service.

Policy issues have been clarified and operational procedures put in place to manage cross campus lists, transferring material between branches, creating bibliographic records, digitisation, and ensuring Copyright Agency Limited (CAL) compliance. New practices to standardise data entry and better facilitate collection of statistics have also been defined.

Although the use of electronic copies is steadily increasing, there remains a significant amount of hard copy in the readings and reserve collection. Streamlining selection and ordering processes has been initiated to ensure that hard copy material arrives in a coordinated way and on time. Definitions for prescribed and recommended texts and supplementary readings have been agreed and a new formula for ordering multiple copies based on these has been developed.

A review of software options for managing readings and reserve collections is underway. A small number of commercial and open source products were selected and further evaluation of these will continue in 2008.

Facilitate access to other libraries’ collections

Through the Co-operative Action by Victorian Academic Libraries (CAVAL) Reciprocal Borrowing Program staff and students from Monash University borrowed 25,248 items from 28 other Victorian academic libraries. Monash University Library lent 39,758 items to 2,474 staff and students from the same libraries.

Monash University Library is also a member of the University Libraries Australia national borrowing scheme, which enables Monash staff and students to borrow from all Australian university libraries. Monash lent 3,910 items to staff and students from other Universities who had registered through this reciprocal borrowing arrangement in 2007. 1,437 of these items were renewed. At the time of printing data on the number of loans by Monash staff and students from other Universities was not available from Universities Australia.
Obtain materials from other libraries for postgraduate students and staff

Increased support to build library research collections reduces the need to acquire material from other libraries. However, as research is increasing at Monash University, the demand for information resources to be delivered from other libraries and information suppliers remains significant. The trend is for a higher percentage of requests to be ‘difficult to locate’, as the more readily available items are held by Monash University and other Australian library collections.

In 2007, staffing for Document Delivery decreased. Requests received from Monash staff and students totalled 24,982 in 2007 and 13,260 requested items were processed and delivered to Monash staff and students, while 8,886 items were supplied to other libraries.

Fill rates for Document Delivery increased from 79.2% in 2006 to 90% in 2007. Turnaround times for articles requested through Document Delivery decreased from 6.1 calendar days in 2006 to 4.3 calendar days in 2007.

Document Delivery collaborated in the purchase of approximately 400 research monographs not held in Australian libraries. The Document Delivery team streamlined the process of requesting articles from the Canadian Institute of Scientific and Technical Information and began purchasing electronic copies of articles directly from publisher websites to decrease delivery delays. A web based form was created for other libraries to request loans and copies from the Monash University Library collections.
Goal 4: Physical Environment

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.

Provide study spaces which meet the differing needs of users for group and individual study

Facilities continued to be improved across all branches. Over 450 vinyl student chairs were replaced with ergonomic chairs at the Sir Louis Matheson, Law and Caulfield libraries and 170 group study chairs were replaced at Peninsula Library. Changes were made to the entrance of the Gippsland Library to make it more functional and consistent with the Facilities Master Plan. Self Loans machines have been purchased for all branches and new rapid book check units were installed at the Sir Louis Matheson, Peninsula, Caulfield and Pharmacy libraries. Flexible furniture, data projectors and smart boards were installed into new flexible teaching spaces at each branch in response to Learning Skills requirements.

Provide reliable high quality physical libraries, technology and workstations

The Library has implemented improvements to facilities for students at several branches in response to issues raised by the 2007 Library Users Survey. The demand on Library resources and facilities is increasing and the space available is not. The Library’s current challenge is to make the best possible use of existing space and to constantly improve seating.

The Caulfield Library has gained 73 student workstations for laptop use on Level 3 and new ergonomic furniture for individual study. Caulfield Library remains significantly under-sized for the community it serves.

Sir Louis Matheson Library has twenty additional student computer workstations and sixteen additional computers in a new training room. Twelve additional power points have been installed in the basement for laptop computer users and new study chairs installed. The functionality and amenability of the Sir Louis Matheson Library would be greatly enhanced through refurbishment.

The Berwick Library and Learning Commons has new flexible furniture for the group study room, and over 620 new chairs have been installed at Peninsula, Law, Caulfield and Sir Louis Matheson Libraries.

The C L Butchers Pharmacy Library relocated to the ground floor of 407 Royal Parade during late January 2007. This move was in preparation for the refurbishment of the Library’s existing space in the Manning Building. In response to student feedback on the lack of space in the temporary location, the Faculty agreed to open the old Library space as a student study area until the mid year break, when it was finally closed for refurbishment to commence. The Library introduced an open reserve collection, allowing students to take material from the premises for limited times to help compensate for the lack of seating. Journals were moved offsite, where they are being held for the duration of the refurbishment. The new Library is due for completion in mid 2008.
Provide a secure and safe environment

Security
An upgrade of security cameras and digital video recorders in the Sir Louis Matheson and Hargrave-Andrew Libraries was completed in 2007. The emergency system was improved in the Sir Louis Matheson Library, with a further review of the security system to be undertaken in 2008.

Safety
Materials Handling and Binding staff transport crates of books between the Library loading bay and Sir Louis Matheson Library return chutes. By motorising the large trolleys used to shift these materials the risks associated with this activity have been reduced, along with the number of trips required.

The Library met all of the occupational health and safety criteria in 2007, and improved considerably from the 2006 results. Over 75% of staff were inducted and had training in safety. Rapid discharge machines were replaced in many of the libraries with improvements to the work flow and work environment to meet occupational health and safety requirements.

Provide facilities for people with special needs
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 available at seven of the eight branch libraries. A resting room service is provided in the Sir Louis Matheson Library. Use and appropriateness of these facilities is monitored by the Library’s Disability Services Officer.

Provide responsive hours of opening
Opening hours were amended as follows to make them more consistent and responsive to users’ requirements:

- Weekend opening hours were increased prior to exams each semester at all Clayton campus libraries.
- Clayton opening times were standardised to 8.30 am Monday to Friday all year round.
- Caulfield Library was open at 8.00 am Monday to Friday all year round.
- Peninsula Library opened for an additional hour during summer semester, on Sundays, and for an additional three hours on Sundays during exam periods.
- Pharmacy Library was open at 8.00 am Monday to Friday during semester.

The Library continues to receive requests for longer opening hours at nearly all campuses.

House the collection to standards that ensure preservation of resources for long-term research value

Sir Louis Matheson Collection Refurbishment Project
The review and weed of the Sir Louis Matheson Undergraduate Collection was completed at the end of August 2007 under the stewardship of the Sir Louis Matheson Library Collections Review Project Steering Committee. About 15,000 last copy items that have not been borrowed since at least 2000 have been moved to the CARM Store. About 25,000 older multiple copy items have been discarded. Some of these were donated to overseas community organisations as identified by the Senior Asian Studies Librarian. Some were relocated to Monash South Africa. An important outcome of this project is that the Undergraduate Collection is more current and better shelved.
Goal 5: Quality Management

Ensure that the Library meets or exceeds the requirements and standards of best practice in the Australian academic library sector.

The Library actively contributes data to a range of University, national and international surveys. The Monash Experience Questionnaire and the InSync survey which is also administered to seven of the Group of Eight libraries provide valuable, objective measures of the Library users' perception of the facilities and services offered.

To lead and support the creative management of the university’s scholarly information

Copyright

The University Copyright Officer is based in the Library and performs advisory, consultative and educational roles on Library projects and across the University. In 2006 the Copyright Advisory Group became a subcommittee of the University's Strategy and Resources Committee. Progress was made on the development of the compliance policy and procedures to assist staff, students and other authorised users with their compliance responsibilities under the copyright law. Information and education sessions were increased across the University with copyright training provided to sessional academic staff as part of their induction program.

Provide a planning and continuing improvement framework for activities and services

Library users survey 2007

The biennial user satisfaction survey was administered in May 2007 and the results were very positive, showing that overall satisfaction among Monash University Library users has risen to 75.3% in 2007 from 73.5% in 2005. For the second time the Library improved its standing by one quartile so that Monash University Library ranks in the top 3 of the Group of Eight Libraries which participate in the survey.

The survey was conducted online from 2 to 16 May 2007 and generated a total of 3993 responses. While this is lower than the 4133 responses in 2005, the figure was still the third highest response rate among the academic libraries participating in the survey.
Changes to the Library Service Level Agreement to include a new learning skills service statement, summary of services and Key Performance Indicators (KPIs) for the learning skills service were prepared with input from the University's Centre for Higher Education Quality (CHEQ), the Pro Vice Chancellor (Research) and the Faculty of Education. The General Library Committee has endorsed the new service statement and Key Performance Indicators for use in 2008.

Learning skills has been incorporated into the Library's information literacy program's reporting tool and a database for recording and reporting consultations has also been developed. The database will serve as an effective teaching resource and will significantly enhance reporting to faculties on areas of student need, such as cohorts of students requiring targeted attention.

A separate 2007-08 Learning Skills Strategic and Operational Plan was completed during 2007 and has been incorporated as a new Key Area in the 2008-10 Library Strategic Plan.

Provide an energised, innovative work environment

A policy and set of procedures have been developed to encourage and support innovation by Library staff. Guidelines for identifying, developing and implementing innovative practices have been made available to staff and the Library has made a commitment to providing an environment where such practices can be identified, supported and implemented appropriately. An example was the establishment of a wikis and blogs advisory committee to assist staff in the selection and use of these technologies.

Manage resources cost-effectively

Information Resources Division

A restructure of the Library's Information Resources Division was completed in June 2007. Three new Departments were created, replacing the previous nine teams: Electronic Resources, Monograph Resources, and Collection Management, Finance and Storage.

The aims of the new structure are to:

- create a more effective and client focussed structure by integrating the previously fragmented teams;
- realign priorities and resourcing to match University, Library and information industry strategic directions;
- define a wider information management role for the Information Resources Division; and
- create a strong leadership team in the Division, which is aligned to the University and Library Strategic Plans and responsive to customer needs.

Library management restructure

As a result of the stringent 2007 budget, the Library management team was restructured from five divisions to four by merging the Information Systems and Corporate Services Divisions to create a new Central Services Division.

Continue to improve Library marketing and communications programs

To support the implementation of the Library's Learning Skills service, a communication strategy was developed and delivered to a wide range of University stakeholders, including faculty academic staff, boards and committees and student groups. An email bulletin to deans and associate deans teaching was delivered, as were web, email and MUSO updates. A suite of print publications was developed and delivered for second semester campus and faculty orientation. They were made available in the Library and at campus and faculty service desks throughout the semester.

As a result of the Insync User Survey, a concerted effort has been made to improve communication with our user community through reviewing a number of the Library’s long standing publications
such as the z card and the teaching and research publications to ensure that they remain succinct and relevant.

To provide an effective staff performance and development program

**Professional Development Framework**

A project charter was developed in 2007 to provide a clear vision and action plan for staff development and training in 2008 and beyond. The project charter is the beginning of a process to develop a Professional Development Framework.

The Conference Attendance Model and the Management Skills Development Program have been fast-tracked to address immediate needs in these two areas. The Framework will ensure that Library staff skills are enhanced so that they are better able to keep pace with a rapidly changing environment, better assist in the achievement of the Library’s strategic goals and enable individual staff members to enjoy more satisfying careers.

**Conference attendance model**

A conference attendance policy and guidelines were developed because attendance at conferences is one of the Library’s annual training and professional development priorities. Staff expressed a wish for a fair, transparent process for the selection of staff who wish to attend conferences. Discussion forums on the proposed model were held at all branches and staff endorsed a model where staff would be invited to apply for attendance through a written application to a selection committee which will evaluate the applications based on a publicised set of selection criteria. The model will be put in place in 2008.

**Targeted training program implemented**

The Management Skills Development Program was designed to provide career development opportunities for Library staff. The program includes formal management skills training, participation in recruitment and selection activities and exposure to human resource issues. It targets staff who aspire to progress to management positions. Successful transition from being a team member to a leader is one of several expected outcomes of the program. Participation requires the supervisor’s support. The Library will offer two placements as part of a pilot program in 2008.
Goal 6: Partnerships

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 CAUL, CAVAL and the University of Melbourne/Monash protocol and build on these relationships for the benefit of all Australian libraries, including achieving greater buying power.

Support Monash students and staff in Monash affiliated hospitals and other teaching and research locations

Providing quality Library services to the Faculty of Medicine, Nursing and Health Sciences staff and students continues to be one of the more complicated challenges for the Library, as both numbers of students and locations for clinical placements continue to increase. During 2007 planning for the graduate Bachelor of Medicine, Bachelor of Surgery (MBBS) degree to be introduced at Gippsland added to the complexity, as did increasing numbers of students in existing courses.

The Library acquired 1,124 items and some print journals to support Monash students at teaching hospitals throughout Victoria. More than $240,000 was spent on material for hospitals in 2007. Electronic resources selected for the faculty, including e-books, are increasing each year. All electronic information purchased by the Library is available to staff and students at all locations, including overseas campuses and clinical schools.

Hospital library support from the Commonwealth Teaching Hospitals grant has dwindled as a new distribution model has been implemented, providing further challenges in supporting increasing numbers of placements in 2007.

The range of activities offered to support hospital based staff and students in 2007 included:

• meeting with the Dandenong Hospital Clinical Dean and their library team to consider improving the existing library space, encourage the use of electronic information and some options for library education;

• working with library staff at Moorabbin to transfer collections to Clayton in conjunction with the Monash staff and students relocating to Notting Hill;

• meeting with staff from the Departments of Immunology, Surgery and Australian Centre for Blood Diseases at Prahran and the Ian Potter Librarian to understand their teaching and research needs and establish liaison mechanisms;

• Hargrave-Andrew Library processing 1,180 items no longer required by hospitals, of which 786 last copies were retained and the remaining multiple copies discarded;

• a medical librarian received an intercampus mobility award to enable training sessions to be held at Monash University Malaysia as a follow up to a training session held in Australia.

To facilitate the coordination of library services provided by the hospital libraries, the Director, Client Services, Science Health and Engineering convenes the Hospital Librarians Committee, which meets three times per year.

Librarians in 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.
Support international campuses and partnerships

Monash South Africa

A new three-storey Library and Learning Commons building was officially opened on the Monash South Africa campus on 23 February 2007 by the Honourable ME Surty, Deputy Minister of Education and His Excellency Mr Philip Green, Australian High Commissioner. This new building represents an investment of approximately R65 million by Monash University.

The building was positioned to be the focal point of the campus in the future and its design was based on the Monash University Library’s Facilities Master Plan. The new facilities significantly upgrade those in the original Library: floor space increased from 350 square metres to 1,900 square metres; there are more than double the original number of workstations, and there are quiet study seats, express terminals and photocopiers, an additional 60 seats in open discussion areas and an IT training room with capacity for 20 attendees included in the new building.

A library technician from South Africa visited the Sir Louis Matheson Library for a week in mid-November to undertake technical services training program in the Information Resources Division, and Ms Nthabiseng Kotsokoane was appointed as the new South African Chief Librarian late in 2007.

Monash Sunway

The University Librarian Ms Cathrine Harboe-Ree and Janette Burke, Director Central Services attended the opening of the new Monash Sunway campus in Kuala Lumpur, Malaysia on 3 September 2007 by the Malaysian Deputy Prime Minister. Sunway Library and Learning Commons is an integral part of the new campus and its design principles are based on the Monash University Library’s Facilities Master Plan.

Prior to the official opening local library staff organised the transfer of the collection from its former home at the Tun Hussein Onn Library into the new building. The Library Management System (Voyager) was also fully implemented and students at Sunway and Johur Bahru libraries can borrow materials using the loans system. Reciprocal borrowing rights have been established between Sunway campus and Sunway College, further enhancing the range of materials available to students and staff. The Johur Bahru clinical school library serves fifty third year students and was officially opened on 5 February 2007 with 302 volumes and five computers.

Provide services as appropriate to Monash partner organisations and commercial operations on campus

The Library’s External Client Services unit provides tailored library skills programs and support to over 3,000 students enrolled each year in specialist courses at Monash College. These students are generally still improving their English language skills and have little experience in research methods, and have benefited from sessions developed specifically to meet their needs. Sessions in the general use of the library and searching skills are run in the Monash College computer laboratories. Classes are aligned with course work and practical help is provided. In 2007 Library staff delivered approximately 120 classes. During 2007 some of Monash College courses were moved to the Caulfield campus and classes were provided by subject specialist staff member from the Caulfield Library.

Negotiations with Monash College began with the final outcome a service level agreement between the Library and Monash College with a defined set of services. Monash College students now have borrowing privileges and access to library services commensurate with Monash University undergraduate students.
Participate in a range of other collaborative endeavours to further Monash goals

Academic and Research Libraries Acquisitions Consortium (ARLAC)

ARLAC comprises ten Victorian and South Australian universities and the State Library of Victoria. Through the Consortium the participating libraries aim to achieve maximum value from their expenditure on books as well as access to a range of cost effective ancillary services such as the supply of catalogue records and pre-processing of books. Libraries also expect excellent customer service, speedy delivery of books and to be able to take advantage of sophisticated interfaces between their internal computer systems and those of the service providers.

The most recent ARLAC Request for Proposal (RFP) process was undertaken during 2007 through the Monash TenderLink system, with the 2008-2010 contract signed at the end of 2007. Member libraries have agreed to commit minimum percentages of their total book budget allocation to the purchase of books from the successful service providers over the life of the supply contract. Their total commitment to date is over $7 million for purchases from Australian and overseas publishers until 2010. The Library's Director, Information Resources, Monash University is currently the chair of ARLAC.

Asian Libraries in Melbourne (University of Melbourne / Monash Protocol)

Notable achievements of the Asian Libraries in Melbourne (ALIM) Group include the following:

- Completion of ALIM’s survey on Asian-language resources in Victorian public and academic libraries, now loaded on the ALIM website.
- An investigation and report on Asian studies databases subscribed to by Australian research libraries. The list of databases has been loaded on to the ALIM website.
- Monash University Library support of Melbourne University’s Asian Architecture undergraduate unit. 127 volumes of Korean architecture materials, including specially ordered items, were sent on long-term loan to University of Melbourne Library for a semester, and the Monash Korean Studies Librarian, Jung-Sim Kim, gave a presentation on Korean Architecture resources for students taking the subject.

Support alumni access to Monash resources

New membership offer to alumni

In February 2007, the Library was successful in negotiating alumni access to SourceOECD database, which comprises books, periodicals, and statistical databases on the wide variety of themes issued by the Organisation for Economic Co-operation and Development (OECD).

Alumni membership also became available through the South African and Sunway campuses library. A lifelong membership fee for print based borrowing was offered.

Support the University’s internationalisation activities on and off campus.

Sichuan University visits

A delegation of senior staff from Sichuan University, China visited Monash for a three-week Dean's Leadership Training Program organised to assist in the establishment of joint research and education programs under a cooperative agreement between the two universities in August 2007. The delegation was given tours of the Asian Studies Research Collection and the Hargrave-Andrew Library.
Appendix 1: Statistics

1. Library Collections (Volumes)

1a. Collections

<table>
<thead>
<tr>
<th>Library</th>
<th>Monographs eg, books, videos</th>
<th>Serials eg, journals, newspapers</th>
<th>Microforms eg, microfilm, microfiche</th>
<th>Non-book eg, CD-ROMs, maps, sheet music</th>
<th>2007 total</th>
<th>2006 total</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sir Louis Sir Louis Matheson Library</td>
<td>1,100,645</td>
<td>170,202</td>
<td>332,278</td>
<td>28,395</td>
<td>1,631,520</td>
<td>1,650,784</td>
<td>-1.2%</td>
</tr>
<tr>
<td>Hargrave-Andrew Library</td>
<td>212,618</td>
<td>185,220</td>
<td>16,680</td>
<td>7,230</td>
<td>421,748</td>
<td>415,286</td>
<td>1.6%</td>
</tr>
<tr>
<td>Law Library</td>
<td>65,485</td>
<td>88,621</td>
<td>8,928</td>
<td>629</td>
<td>163,663</td>
<td>160,837</td>
<td>1.8%</td>
</tr>
<tr>
<td>Caulfield Library</td>
<td>253,457</td>
<td>62,812</td>
<td>3,862</td>
<td>33,065</td>
<td>353,196</td>
<td>342,801</td>
<td>3.0%</td>
</tr>
<tr>
<td>Peninsula Library</td>
<td>172,971</td>
<td>27,351</td>
<td>77</td>
<td>2,491</td>
<td>202,890</td>
<td>212,773</td>
<td>-4.6%</td>
</tr>
<tr>
<td>Berwick Library and Learning Commons</td>
<td>20,451</td>
<td>297</td>
<td>25</td>
<td>1,567</td>
<td>22,340</td>
<td>21,668</td>
<td>3.1%</td>
</tr>
<tr>
<td>Gippsland Library</td>
<td>138,719</td>
<td>36,094</td>
<td>6,071</td>
<td>56,346</td>
<td>237,230</td>
<td>243,485</td>
<td>-2.6%</td>
</tr>
<tr>
<td>CL Butchers Pharmacy Library</td>
<td>16,494</td>
<td>1,385</td>
<td>708</td>
<td>280</td>
<td>18,867</td>
<td>18,999</td>
<td>-0.7%</td>
</tr>
<tr>
<td>Off Site Store</td>
<td>73,280</td>
<td>5,123</td>
<td>–</td>
<td>–</td>
<td>78,403</td>
<td>29,139</td>
<td>169.1%</td>
</tr>
<tr>
<td>Total</td>
<td>2,054,120</td>
<td>577,105</td>
<td>368,628</td>
<td>130,003</td>
<td>3,129,856</td>
<td>3,095,771</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

1b. Electronic collections

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic monographs (books)</td>
<td>298,888</td>
<td>243,838</td>
<td>22.6%</td>
</tr>
<tr>
<td>Electronic serials accessible through the catalogue</td>
<td>37,537</td>
<td>33,991</td>
<td>10.4%</td>
</tr>
<tr>
<td>Electronic serials – as determined using the CAUL deemed list guidelines</td>
<td>– *</td>
<td>68,338</td>
<td>0.0%</td>
</tr>
<tr>
<td>Online databases (excludes websites and CD-ROMs)</td>
<td>897</td>
<td>798</td>
<td>12.4%</td>
</tr>
</tbody>
</table>

* 2007 figure not available at the time this report went to press
2. Loans and borrowing activity

2a. Total loans and renewals

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans</td>
<td>1,008,626</td>
<td>1,035,593</td>
<td>-2.6%</td>
</tr>
<tr>
<td>Renewals</td>
<td>606,655</td>
<td>652,607</td>
<td>-7.0%</td>
</tr>
<tr>
<td>Total</td>
<td>1,615,281</td>
<td>1,688,200</td>
<td>-4.3%</td>
</tr>
</tbody>
</table>

2b. Inter-campus loans (loans between branches of the Monash University Library)

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holds received (not including items found on local shelves)</td>
<td>153,469</td>
<td>148,944</td>
<td>3.0%</td>
</tr>
<tr>
<td>Items charged out</td>
<td>94,701</td>
<td>96,560</td>
<td>-1.9%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests received from Monash staff and students</td>
<td>24,992</td>
<td>27,778</td>
<td>-10.1%</td>
</tr>
<tr>
<td>Requests processed and items delivered to Monash staff and students</td>
<td>19,499</td>
<td>20,813</td>
<td>-6.3%</td>
</tr>
<tr>
<td>Items supplied to other libraries</td>
<td>8,668</td>
<td>8,459</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

3. Serving Library users

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

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions</td>
<td>1,158</td>
<td>1,269</td>
<td>-8.7%</td>
</tr>
<tr>
<td>Participants</td>
<td>20,747</td>
<td>21,298</td>
<td>-2.6%</td>
</tr>
<tr>
<td>Staff contact hours</td>
<td>1,705</td>
<td>1,759</td>
<td>-3.1%</td>
</tr>
</tbody>
</table>

3b. Enquiries

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>In person (reference enquiries only)*</td>
<td>89,359</td>
<td>92,692</td>
<td>-3.6%</td>
</tr>
<tr>
<td>By telephone*</td>
<td>14,486</td>
<td>17,551</td>
<td>-17.5%</td>
</tr>
<tr>
<td>ask.monash enquiries*</td>
<td>2,292</td>
<td>6,286</td>
<td>-63.5%</td>
</tr>
<tr>
<td>ask.monash FAQs accessed**</td>
<td>21,388</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Live help (online chat)***</td>
<td>935</td>
<td>1,567</td>
<td>-40.3%</td>
</tr>
<tr>
<td>Off campus support</td>
<td>8,110</td>
<td>8,891</td>
<td>-8.8%</td>
</tr>
<tr>
<td>Total</td>
<td>115,182</td>
<td>126,987</td>
<td>-9.3%</td>
</tr>
</tbody>
</table>

* Reduction in personal and telephone enquiries is most likely due to launch of the ask.Monash service. Many users questions are answered by the FAQs on the ask.Monash service, so the number of enquiries submitted would be expected to drop over time.

** New service in 2007.

*** Hours of operation in 2007 were significantly less than in 2006.
### 3c. Door count

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>3,586,077</td>
<td>3,465,626</td>
<td>3.5%</td>
</tr>
</tbody>
</table>

### 3d. Online course-related resources

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
<th>2006</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downloads of past exam papers</td>
<td>730,103</td>
<td>757,288</td>
<td>-3.6%</td>
</tr>
<tr>
<td>Downloads of Library digitised items</td>
<td>3,468,231</td>
<td>3,576,425</td>
<td>-3.1%</td>
</tr>
<tr>
<td>Audio streams accessed from web pages*</td>
<td>458,689</td>
<td>750,624</td>
<td></td>
</tr>
<tr>
<td>Mp3 downloads accessed from web pages</td>
<td>681,526</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mp3 podcasting accessed from web pages</td>
<td>599,270</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual access to Library supplied electronic resources</td>
<td>7,335,623</td>
<td>2,494,505</td>
<td>294%</td>
</tr>
</tbody>
</table>

* The apparent decrease in use of audiostreams is more than compensated for by the use of the MP3 options introduced during 2007.

### 3e. Learning skills

<table>
<thead>
<tr>
<th>Item</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes and workshops</td>
<td>299</td>
</tr>
<tr>
<td>Total students</td>
<td>3913</td>
</tr>
<tr>
<td>Staff contact hours</td>
<td>363</td>
</tr>
<tr>
<td>Drop-in sessions</td>
<td>365</td>
</tr>
<tr>
<td>Total students</td>
<td>961</td>
</tr>
<tr>
<td>Staff contact hours</td>
<td>531</td>
</tr>
<tr>
<td>Individual appointments</td>
<td>1,014</td>
</tr>
<tr>
<td>Total students</td>
<td>929</td>
</tr>
<tr>
<td>Staff contact hours</td>
<td>922</td>
</tr>
<tr>
<td>Total sessions</td>
<td>1,678</td>
</tr>
<tr>
<td>Total students</td>
<td>5,803</td>
</tr>
<tr>
<td>Total staff contact hours</td>
<td>1,817</td>
</tr>
</tbody>
</table>
Appendix 2: Key Performance Indicators

Service Level Agreement with Faculties – Key Performance Indicators 2007

Service 1. Information resources: access and delivery

Service description: Access to materials and resources

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Result</th>
<th>Comments (2007)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library open 100% of advertised opening hours.</td>
<td>All libraries were open 100% of advertised opening hours during 2007 with the exception of closures due to external circumstances, mostly to do with power loss.</td>
<td>Reported quarterly.</td>
</tr>
<tr>
<td>90% of items returned from loan reshelved within 24 hours Monday to Friday.</td>
<td>Result exceeded the target for this KPI in each quarter of 2007. The annual average showed that at least 96% of items returned from loan were either reshelved or lent out again within 24 hours after quarterly samples were selected (see Comments for specific results)</td>
<td>Measured quarterly. January – March: 97.33% April – June: 96% July – September: 99.34% October – December: 98.44%</td>
</tr>
<tr>
<td>85% of students agree that Library services are readily accessible.</td>
<td>Responses indicated 94.5% agreement with the question. The result is an improvement over the 2005 MEQ results</td>
<td>Reported biennially. Table 8 of Monash Experience Questionnaire 2007 shows a result of 94.5% agreement (4.06 mean) in response to the question: 'The Library services are readily accessible'. The 2005 results were 94.4% with a 4.02% mean.</td>
</tr>
<tr>
<td>The Library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes.</td>
<td>The Library catalogue was available at least 98% of Library core service hours, based on 50 weeks of the year.</td>
<td>Measured quarterly. January – March: 100% April – June: 99.32% July – September: 100% October – December: 98.2%</td>
</tr>
</tbody>
</table>
Service 2. Information resources: collection management

Service description: Development, selection, acquisition, cataloguing, maintenance and overall management of Library resources

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Result</th>
<th>Comments (2007)</th>
</tr>
</thead>
<tbody>
<tr>
<td>95% of items requested within budget are ordered by the end of the year.</td>
<td>95.8% of items requested within budget had been ordered as at 31 December 2007.</td>
<td>January – March: 98.5% April – June: 98.9% July – September: 98.6% October – December: 95.8%</td>
</tr>
<tr>
<td>95% of web links in the Library catalogue are accurate.</td>
<td>This KPI was exceeded in each quarterly measure of the accuracy of web links in the Library catalogue (see Comments for specific results).</td>
<td></td>
</tr>
<tr>
<td>85% of students agree that Library resources are appropriate for their needs.</td>
<td>92.4% broad agreement with the question exceeds this KPI significantly (MEQ 2007).</td>
<td>The response to the statement:’The Library resources are appropriate for my needs’ was a 0.4% less than in 2005. The mean result (3.92) is 0.02 less than in the MEQ 2005 (mean result was 3.90). These differences are so small that it is impossible to predict causes for the change.</td>
</tr>
</tbody>
</table>

Service 3. Information services

Service description: Information services to enable library customers to identify, locate and effectively use appropriate materials and services

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Result</th>
<th>Comments (2007)</th>
</tr>
</thead>
<tbody>
<tr>
<td>75% of library users satisfied with the quality of library service.</td>
<td>75.3% of library users satisfied with the quality of library service (Library users survey 2007).</td>
<td>Library users survey conducted biennially by Australian university libraries by InSync (previously known as Rodski). Monash University Library’s most recent survey was in May 2007.</td>
</tr>
</tbody>
</table>

Service 4. Physical environment

Service description: Study and work environment

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Result</th>
<th>Comments (2007)</th>
</tr>
</thead>
<tbody>
<tr>
<td>75% of library users satisfied with library facilities and equipment.</td>
<td>67.5% of library users reported that they are satisfied with library facilities and equipment (Library users survey 2007).</td>
<td>This is an increase above 65.8% in the 2005 survey. The completion of the Pharmacy Library refurbishment will lead to an improvement here, however substantial improvement is not expected until the Sir Louis Matheson and Caulfield Libraries are refurbished.</td>
</tr>
<tr>
<td>70:1 ratio of on-campus students (EFTSU) to workstations.</td>
<td>37:1 ratio of EFTSU per dedicated student PC (excluding IT training rooms).</td>
<td>On-campus students (EFTSU) per workstation; measured annually. Despite this improvement against the target students are still requesting more computers.</td>
</tr>
</tbody>
</table>
Service 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

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Result</th>
<th>Comments (2007)</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday</td>
<td>100% of requests were resolved or forwarded for action within 48 hours of receipt Monday to Friday</td>
<td>Measured by samples taken biannually in January and July</td>
</tr>
</tbody>
</table>

Service 6. Document delivery services

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

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Result</th>
<th>Comments (2007)</th>
</tr>
</thead>
<tbody>
<tr>
<td>95% of requests dispatched to first potential supplier within one working day of receipt.</td>
<td>Between 95% and 100% of requests were dispatched to the first potential supplier within one working day of receipt.</td>
<td>Sampling reported quarterly.</td>
</tr>
<tr>
<td>95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt.</td>
<td>Between 95% and 98% of requested material was forwarded to postgraduate students within one working day of receipt.</td>
<td>Sampling reported quarterly.</td>
</tr>
</tbody>
</table>

Service 7. Partnerships

Service description: Services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Result</th>
<th>Comments (2007)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service level agreements negotiated with partner institutions</td>
<td>Negotiations began with Monash College to draft a Service Level Agreement</td>
<td>Reported on biannually</td>
</tr>
</tbody>
</table>
### Appendix 3: Visitors 2007

<table>
<thead>
<tr>
<th>Date</th>
<th>Name and position (primary)</th>
<th>Organisation</th>
<th>Purpose of visit/area of interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 March 2007</td>
<td>Madelein Van Heerden, Zonke Yanta</td>
<td>CSIR South Africa</td>
<td>Open access publishing, institutional repositories, research support.</td>
</tr>
<tr>
<td>12 March 2007</td>
<td>Prof. Hoang Ba Chu, Rector; Mr Hoang Xuan Lan, Head, Int. Co-op. Dept.</td>
<td>Hanoi Institute of Technology</td>
<td>Tour and a demonstration of online resources in Science and Engineering.</td>
</tr>
<tr>
<td>3 April 2007</td>
<td>Leonie Pope, Executive Manager, Library</td>
<td>Box Hill TAFE</td>
<td>Tour of refurbished library; discussion of facilities and furniture. Accompanied by representative from architects – Lyons.</td>
</tr>
<tr>
<td>8 May 2007</td>
<td>Wuttichai Thanapongthorn, Assoc. Dean, Faculty of Medicine</td>
<td>Srinakharinwirot University Bangkok, Thailand</td>
<td>Library tour. Talk on services and demonstration of e-resources for Medicine.</td>
</tr>
<tr>
<td>23 July 2007</td>
<td>Mr Shisei Kaku</td>
<td>Consul-General of Japan for Victoria, South Australia and Tasmania</td>
<td>10th anniversary celebration for Melbourne Centre for Japanese Language Education (MCJLE).</td>
</tr>
<tr>
<td>2 August 2007</td>
<td>Michael Taylor and Garry Ormston; Jan Houge (Monash)</td>
<td>Taylor Oppenheim Ltd.</td>
<td>Tour with architects for Sir John Monash Science School – examine facilities etc.</td>
</tr>
<tr>
<td>8 August 2007</td>
<td>Carolyn Young, Associate Director Information Services</td>
<td>Queensland University of Technology</td>
<td>eResearch, data management, research support.</td>
</tr>
<tr>
<td>8 August 2007</td>
<td>Delegation</td>
<td>Sichuan University, China</td>
<td>Partnership building with Monash University.</td>
</tr>
<tr>
<td>9 August 2007</td>
<td>Delegation</td>
<td>China University of Mining Technology</td>
<td>Tour for delegates – by arrangement with Ybing Cheng Associate Dean (International) (Engineering).</td>
</tr>
<tr>
<td>21 August 2007</td>
<td>Anthony (Bud) Rock, Vice-President for Global Engagement</td>
<td>Arizona State University</td>
<td>Tour for delegates – arranged by Michael Simmonds, Manager, Europe and North America Engagement (Monash).</td>
</tr>
<tr>
<td>25 September 2007</td>
<td>Leslie Watson and others from Carrick Institute learning spaces program</td>
<td>Carrick Institute for Learning and teaching in Higher Education</td>
<td>Tour of refurbished Hargrave-Andrew library.</td>
</tr>
<tr>
<td>16 October 2007</td>
<td>Chris Uebergang, Client Services Facilities Coordinator</td>
<td>Library, Deakin University, Geelong</td>
<td>Tour of refurbished Hargrave-Andrew Library with particular emphasis on signage and wayfinding.</td>
</tr>
<tr>
<td>17 December 2007</td>
<td>Delegation</td>
<td>Hiroshima University</td>
<td>Facilities Master Plan.</td>
</tr>
</tbody>
</table>
### Appendix 4: Selected Publications, Presentations and Memberships

#### Publications

<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Title</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harboe-Ree, C</td>
<td>'Just advanced librarianship: the role of academic libraries as publishers'.</td>
<td><em>Australian academic and research libraries</em> vol 38 no 1, March 2007, p.15-25.</td>
</tr>
</tbody>
</table>

#### Presentations

<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Title</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burke, J</td>
<td>'Emerging educational services: ePortfolios a range of perspectives' panel discussion at the Technology in Education Open Forum, Brisbane, October 2007.</td>
<td></td>
</tr>
<tr>
<td>Burke, J</td>
<td>'Measuring the success of Library and Learning Commons'. Presentation to the International Conference on Information and Learning Commons: Enhancing its role in academic learning and collaboration, Hong Kong, December 2007.</td>
<td></td>
</tr>
<tr>
<td>Harboe-Ree, C</td>
<td>'Dealing with data down under.' Presentation to the Global Research Library 2020 international forum, Seattle, October 2007.</td>
<td></td>
</tr>
<tr>
<td>Harboe-Ree, C</td>
<td>'Monash University Library.' Presentation to the University of Washington Libraries, Seattle, October 2007.</td>
<td></td>
</tr>
</tbody>
</table>
### Presentations (continued)

<table>
<thead>
<tr>
<th>Presenter(s)</th>
<th>Presentation Title and Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Huggard, S</td>
<td>EndUser Board – President’s Update – presentation to Australia and New Zealand Regional Ex Libris Group (ANZREG) meeting Wellington, NZ – 20 February 2007.</td>
</tr>
<tr>
<td>Huggard, S</td>
<td>Link checking in Voyager – Presentation to IGeLU conference, Brno, Czech Republic, 4 September 2007.</td>
</tr>
</tbody>
</table>

### Committee and Group membership

<table>
<thead>
<tr>
<th>Name</th>
<th>Position/Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Harrison</td>
<td>Chair ARROW Managers Repositories Group.</td>
</tr>
<tr>
<td>Claudia DeSalvo</td>
<td>Member, Victorian Libraries Australia Interlibrary Loans and Document Delivery Subcommittee.</td>
</tr>
<tr>
<td>Donna Runner</td>
<td>Member, Victorian Libraries Australia Interlibrary Loans and Document Delivery Subcommittee.</td>
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<tr>
<td>Harboe-Ree, C</td>
<td>CAUL representative, National Collaborative Research Infrastructure Strategy (NCRIS).</td>
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<td></td>
<td>Chair, Australian Research Repositories Online to the World (ARROW) Management Committee.</td>
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<td></td>
<td>Deputy President, Council of Australian University Librarians (CAUL).</td>
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<td></td>
<td>Faculty member, CAUDIT-EduCause Institute.</td>
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<td></td>
<td>Member, Australian eResearch Infrastructure Council (AeRIC).</td>
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<tr>
<td></td>
<td>Member, Steering Committee for the Educause Australasia 2007 Conference.</td>
</tr>
<tr>
<td>Janette Burke</td>
<td>CAVAL Board member.</td>
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<td></td>
<td>Product and Services Committee, CAVAL.</td>
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<td></td>
<td>Chair, my.monash Steering Committee.</td>
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<td></td>
<td>Chair, Copyright Advisory group.</td>
</tr>
<tr>
<td>Joan Gray</td>
<td>Metadata Advisory Committee for Australian Repositories (MACAR) (co-convenor and secretary).</td>
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<td></td>
<td>Carrick Exchange Metadata Investigation Reference Group – ARROW representative on this group.</td>
</tr>
<tr>
<td>Judy Boyle</td>
<td>Digital Resources Advisory Group.</td>
</tr>
<tr>
<td>Robert Stafford</td>
<td>CARM Advisory Committee.</td>
</tr>
<tr>
<td>Name</td>
<td>Committee and Group membership (continued)</td>
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<tr>
<td>Siaw Wan Chong</td>
<td>AARLIN Quality Team Member.</td>
</tr>
<tr>
<td>Simon Huggard</td>
<td>President of the EndUser Board (Endeavor Users Group Board), April 2006-April 2007, during which time the Ex Libris and Endeavor merger took place.</td>
</tr>
<tr>
<td></td>
<td>Invited on to the replacement IGeLU (International Group of Ex Libris Users) Steering Committee in April 2007.</td>
</tr>
<tr>
<td>Suzanne Clarke</td>
<td>G07 Last Copy Working Party.</td>
</tr>
<tr>
<td></td>
<td>Member and Consortium Representative, ARLAC (Academic and Research Libraries Acquisition Consortium).</td>
</tr>
<tr>
<td></td>
<td>Member, Expert panellist (Information Management) for the Educause Australasia 2007 Conference.</td>
</tr>
<tr>
<td></td>
<td>Member, AARLIN (Australian Academic Research Libraries Information Network) Management Committee.</td>
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<td></td>
<td>Member, ALIM (Asian Research Libraries in Melbourne) Management Committee.</td>
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<td></td>
<td>Member, Nereus Steering Committee.</td>
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</tbody>
</table>
Appendix 5: Library committees

General Library Committee

General Library Committee met four times in 2007. 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 the establishment of the Learning Skills Unit within the Library, the development of a Resource Discovery Framework which considers future strategies toward making information resources easy for users to identify and locate, the results of the 2007 client survey and the Library Strategic Plan for 2008-2010.

General Library Committee membership 2007

Professor John Sheridan – Chair appointed by Academic Board
Professor Stephen Parker / Adam Shoemaker – Vice-Chancellor’s nominee
Mr George Ou – Vice-President (Finance) nominee
Professor Jayne Godfrey – Academic Board representative
Professor Rae Frances – Strategy and Resources Committee representative
Professor Max King – coopted member
Mr Alan McMeekin – coopted member
Professor David Murphy – coopted member
Dr Luke Morgan – Faculty of Art and Design
Professor Barbara Caine – Faculty of Arts
Associate Professor Sally Joy – Faculty of Business and Economics
Associate Professor Lesley Farrell – Faculty of Education
Associate Professor Wayne Cook – Faculty of Engineering
Dr Kevin Korb – Faculty of Information Technology
Associate Professor Adrian Hoel – Faculty of Law
Associate Professor Julia Choate – Faculty of Medicine, Nursing and Health Sciences
Associate Professor Louis Roller – Faculty of Pharmacy
Dr Dennis O’Dowd – Faculty of Science
Mr Robert Simpson – Monash Postgraduate Association
Ms Alexandra Phelan – Monash Student Association
Mr Chris McBride – Monash Student Association
Mr Johnny Jimmy Kandathil – MONSU Caulfield
Ms Cathrine Harboe-Ree – University Librarian: ex officio
Ms Janette Burke – Director, Central Services: ex officio
Ms Sue Clarke – Director, Information Resources: ex officio
Christine Cooze – Director, Client Services Humanities and Social Sciences: ex officio until June 2007
Ms Wilna Macmillan – Director, Client Services Science, Health and Engineering: ex officio
Ms Lisa Smith – Director, Client Services Humanities and Social Sciences: ex officio from June 2007
Mrs Marion Miller – Committee Secretary.

Monash University ePress Advisory Committee

The Monash ePress advisory committee addresses the ePress’ 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
• 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.

The Committee met four times in 2007, in March, May, September and November.

Advisory committee members

Executive Chair: Professor Graeme Davison, Monash London Centre
Chair: Professor Max King, Pro Vice-Chancellor (Research and Research Training)
Jo Bramble, Bramble Marketing and Communications
Sue Clarke, Director, Information Resources Division, Library, Monash University
Cathrine Harboe-Ree, University Librarian, Monash University
Graeme Johanson, Director of the Caulfield School of Information Technology, Faculty of Information Technology
Peter Mathews, Library Planning Executive, Monash University
Paul Mercieca, Lecturer, RMIT School of Business Information Technology, RMIT
Mark Peel, Associate Dean, Teaching, Faculty of Arts, Monash University
Michele Sabto, Manager, Monash University ePress
Adam Shoemaker, Deputy Vice-Chancellor (Education), Monash University
Ilana Snyder, Associate Professor, Faculty of Education, Monash University
Andrew Treloar, Project Manager, Strategic Information Initiatives, Information Technology Services, Monash University
Tim Winkler, Director, University Marketing, Monash University
Appendix 6: Selected new Library resources

Major electronic backfiles purchased included:

- Nature Archives
- L’année-philologique online
- Thesaurus Linguae Graecae – online version
- International federation of Film Archives (FIAF)
- Parliament Rolls of Medieval England
- Wiley journal backsets
- House of Commons Parliamentary Papers (HCPP) - 20th Century papers
- New JSTOR collections

Substantial new electronic resources made accessible in 2007 included:

- Karger journals
- SPIE digital library
- Macquarie dictionary online
- Blackwell Reference online
- Newsbank
- Scopus
- MSDS Australia
- Chicago Manual of Style online
- Indiastat.com
- New Scientist online
- Transportation Research record online
- ResearchNow
- Sage Premier journal collection
- eTG Complete - Therapeutic Guidelines online
- China academic journals full-text database
- Communication & Mass Media Complete
- BEDP Environment Design Guide
- Pidgeon digital
- Hein online
- Artstor
- Garland Encyclopedia of World Music Online
- Brill reference works online
- CiNii: scholarly and academic information navigator
- Faculty 1000 Medicine
- Annual Egyptological Bibliography Online
New e-book collections included:

- Springer e-books
- Oxford Scholarship Online
- Ovid e-books
- Royal Society of Chemistry e-book collection
- IGI Global e-book and journal collections
- Elsevier e-books
- SIAM e-book collection

Major rare books acquisitions

La Perouse, Jean-Francois de Galaup, comte de 1741-1788. *A voyage round the world: performed in the years 1785, 1786, 1787, and 1788*, by the Boussole and Astrolabe, under the command of J.F.G. de La Perouse, published by order of the National Assembly, under the superintendence of L.A. Millet-Mureau. London: Printed by A. Hamilton, for G.G. and J. Robinson ... [etc], 1799. 2 vols. plus Atlas.


Barclay, Alexander, 1785-1864. *A practical view of the present state of slavery in the West Indies, or, An examination of Mr. Stephen’s “Slavery of the British West India colonies”: containing more particularly an account of the actual conditions of the Negroes in Jamaica, with observations on the decrease of the slaves since the abolition of the slave trade, the probable effects of legislative emancipation, also, strictures on the Edinburgh Review, and on the pamphlets of Mr. Cooper and Mr. Bickell*. 3rd ed. London: Smith, Elder & Co., 1828.


Dillon, Peter, 1785-1847. *Narrative and successful result of a voyage in the South Seas performed by order of the government of British India, to ascertain the actual fate of La Perouse’s expedition interspersed with accounts of the religion, manners, customs and cannibal practices of the South Sea islanders / by the Chevalier Capt. P. Dillon*. Publisher: London: Hurst, Chance and Co., 1829. Description: 2 v.


Specimen volume of 23 children’s board games from the National Games Co., Melbourne, 1929.

*The Cause of the war*. (Melbourne, Director-General of Recruiting, Victoria Barracks, [1918]). A Norman Lindsay World War I recruitment propaganda item.