

## **2013 in review**

### **Cathrine Harboe-Ree, University Librarian**

Dynamic engagement with, and effective responses to, key changes in the information and university environments are a highlight of the Library's 2013 achievements. Each of these achievements underpins the Library's contribution to the University's strategic goals and directions. Some of the Library's 2013 activities were identified as strategic priorities in the planning process; others, such as the transfer of the Gippsland Campus to Federation University, were not predicted but were incorporated into the 2013 strategic plan as they arose.

The highest priorities for 2013 related to systems transformation, facilities improvements, research skills development, eLearning, research data management, the research repository and publishing activity. These priorities were influenced by and proceeded in parallel with the rapidly changing nature of the collection.

Some key statistics highlight the changing nature of the collections and use of the Library. The physical collections continued to grow modestly (1%), with reductions in Science, Technology, Engineering and Medicine (STEM) and increases in Humanities and Social Sciences (HSS) disciplines. Low use material continued to be moved to off- site storage, releasing on-campus space for student use. Increases in loan periods and the introduction of automated renewals were factors in a 25% reduction in loans and renewals. The electronic collection continued to grow and diversify, now comprising 76% of the total collection spend. This included a 45% increase in eBook purchases and use across disciplines. There was a 7% decrease in visits to Library branches, mainly related to campus or building changes, including at Law, where refurbishments to the building had a noticeable impact.

Implementing a new library system (Alma) in September 2013 was a major milestone with the potential to reshape collection management for an electronic environment. A once in 10-15 year event such as this is a major undertaking requiring a great deal of planning, preparation and rethinking practices and processes. At some level it involved almost all staff and disrupted normal operations considerably. The implementation went very well, and the Library is now working with the vendor to optimise the potential of the new system for efficiency and effectiveness. The success of the implementation is a tribute to the preparatory work undertaken by teams across the Library.

Commitment to implementing the Research Skill Development framework has continued, with over 75% of the Library's skills development programs being informed by this tool. It has been applied to curriculum reviews and eLearning activity, including blended learning, online learning and MOOCs. A Research Skill Development framework module was taught as part of the Graduate Certificate of Academic Practice (GCAP). The Library took a lead role in an Australian Learning and Teaching Council (ALTC) grant to explore deployment of the framework, including developing and running 50 workshops nationally and internationally. Initial conversations have been held between the Library and staff at the University of Warwick to identify potential areas for collaboration. It is anticipated that the new Global Discovery Degree will be Research Skill Development framework informed.

An eLearning Strategy, developed from the Library's earlier eLearning white paper, has been useful in developing the Library's contribution during 2013. Staff have created broad and discipline specific online modules, including a suite of modules on academic integrity in collaboration with Office of the Pro Vice-Chancellor (Learning and Teaching). The Library is making a significant contribution to University-wide strategies, including the use of Moodle and the adoption of Turnitin.

## 2013 Library Annual Report

A significant milestone has been achieved with commencement of the projects to refurbish the Caulfield and Matheson Libraries. These two branches are in great need of redevelopment to ensure that they meet the needs of a 21<sup>st</sup> century academic community. Architects have been appointed for the Matheson project and the design process is underway. Architects are being selected to commence work on the Caulfield project in 2014.

Monash University is recognised locally, nationally and internationally as a leader in research data management. The Library provides research data management leadership within Monash, through the Australian National Data Service (ANDS) and eResearch initiatives as appropriate. The appointment of a Director to provide leadership early in 2013 and the further appointment of a Research Data Management Coordinator in the second half of the year helped strengthen this role. An excellent partnership continues with the eResearch Centre and eSolutions, and significant progress has been made in a range of areas.

Senior Library staff are active participants in scholarly information initiatives at a national level including ANDS, the Council of Australian University Librarians (CAUL), VicNode (Monash's RDSI (Research Data Storage Infrastructure) implementation) and a range of data management and e-Research committees. Of particular importance has been input into the open access and open data policies of the Australian Research Council and the National Health and Medical Research Council through ANDS and CAUL. Advice about the scholarly information environment and the importance of maintaining an open information environment has been given in several forums.

Nationally, the contribution of ANDS is highly valued and further Federal Government funding of \$13.05M in 2013 extended ANDS operation through to mid-2015. Australia, through ANDS, has played a lead role in the establishment of the global Research Data Alliance to advance international data sharing and use.

Monash University Publishing has quickly become a well-established enterprise in scholarly publishing. An important achievement in 2013 was the outstanding quality of the titles published, resulting in two prestigious awards and considerable mainstream media attention. Five discipline specific editorial committees have been established and discussions to establish others are continuing.

During the year a number of projects that were not anticipated in the initial 2013 priorities required significant effort from the Library. These included the transfer of the Gippsland Campus to Federation University and the partial sale of the South Africa Campus to Laureate. The Gippsland transfer has far-reaching implications for collections, systems and facilities management and these have been addressed within the project timelines.

The General Library Committee (GLC) was reviewed in 2013 as part of the regular cycle of Academic Board subcommittee reviews. It was concluded that although GLC performed a useful role, it was not essential to the Library's or University's strategic governance. Its disestablishment was therefore recommended and approved after consultation with a wide range of stakeholders. A number of initiatives to ensure continuation of key governance and communication with all stakeholders are being developed and will be implemented in 2014.

Throughout 2013, Monash University Library staff continued to demonstrate that they are open to change through such projects as the Alma implementation and facilities redesign. Through analysis of changing work practices the Library met its targets under the Strengthening Professional Services project for 2013, with work continuing to meet future targets through identified initiatives and more efficient work practices.

A mentoring scheme initiated by the Library and previously run in conjunction with the State Library of Victoria was successfully expanded in 2013 to involve staff from seven institutions. Monash staff were involved as both mentors and mentees.

## 2013 Library Annual Report

During 2013 a presentation designed to improve understanding of the Library's changing roles on the theme of 'shape shifting' was discussed with all faculties and a range of other key individuals and committees. This provided opportunities to demonstrate the profound ways the Library has changed to ensure that it continues to meet the evolving needs of the Monash academic community.

Cathrine Harboe-Ree  
University Librarian  
February 2014

**Appendix 1: 2013 Annual Plan response**

<b>Strategy E1: Ensure excellence in learning and teaching through clear performance standards, targeted support and development, and an academic staffing profile that supports the strategic goals of the University.</b>		
Actions	Targets/measures/ responsibilities	Status
1. Strengthen skills in learning and teaching.	<p>Teach the Research Skill Development Framework module within the GCAP.</p> <p>Fifteen staff complete e-learning course.</p> <p><i>Directors, Client Services; Information Research Skills Manager; Learning Skills Manager; Research and Learning Coordinators; Faculty Teams.</i></p>	<p>Library staff (a librarian and learning skills adviser) taught the GCAP module in 2013 for 25 participants, including 4 Library staff.</p> <p>Eight Library staff completed the 2012-13 e-learning course in Jan/Feb this year; with another 7 staff completing the 2013 course in December/January. 15 staff completed the course in total during 2013.</p>

<b>Strategy E2: Provide students with a comprehensive educational model that prepares them to be responsible and effective citizens and critical and creative scholars.</b>		
Actions	Targets/measures/ responsibilities	Status
2. Strengthen the Library's contribution to the University's social inclusion strategy.	<p>HEPPP funded positions are developing and implementing programs.</p> <p>At least one targeted information research and learning skills program developed in 6 faculties.</p> <p><i>Directors, Client Services; Information Research Skills Manager; Learning Skills Manager; Research and Learning Coordinators; Faculty Teams.</i></p>	<p>Programs have been successfully developed and implemented by the HEPPP team in collaboration with several Faculty Teams during 2013. These include programs for the Faculties of Education and Pharmacy, for students returning to study at Peninsula, transitioning to University in the Biosciences, and studying the Diploma of Tertiary Studies at Berwick, Gippsland and Peninsula.</p>

## 2013 Library Annual Report

<b>Strategy E3: Reform and renew the curriculum to attract, challenge and retain outstanding and diverse students.</b>		
Actions	Targets/measures/ responsibilities	Status
<p>3. Lead the adoption of the Research Skill Development framework as a key component of the Monash curriculum.</p>	<p>The Research Skill Development framework is applied in 10% of courses/units in which the Library is engaged.</p> <p>Programs of professional development in the understanding and application of the Research Skill Development framework are implemented for Library and faculty staff.</p> <p>The Research Skill Development framework is applied in all new Research Challenge units (the Investigate program).</p> <p>Core units that have more than 50% international student enrolment for incorporation of the Research Skill Development framework are identified and prioritised.</p> <p>Complete the OLT project.</p> <p><i>Directors, Client Services; Information Research Skills Manager; Learning Skills Manager; Research and Learning Coordinators; Faculty Teams.</i></p>	<p>Over 75% of Library programs are informed by the Research Skill Development framework.</p> <p>The Research Skill Development framework has informed blended learning and face to face programs, collaborative and peer learning approaches and assessment tasks developed by Library and faculty staff.</p> <p>Targeting Passport units for specific Library and Research Skill Development framework informed engagement decreased due to the University's reduced emphasis on Monash Passport.</p> <p>A focus on core units with high international student enrolments has been refocused in favor of units with large enrolments of all students. Such units in the faculties of Business and Economics, Information Technology, Engineering and Pharmacy have enrolment ratios of near or over 50% international students.</p> <p>The project is complete and a report has been published. A national workshop held at Monash in December included 60 attendees from faculties and the library.</p>
<p>4. Lead development and implementation of the Research Skill Development framework in the national and international environment.</p>	<p>Identify collaborative opportunities for the application of the Research Skill Development framework with University of Warwick.</p> <p><i>Directors, Client Services; Information Research Skills Manager; Learning Skills Manager.</i></p>	<p>Initial conversations have been held between Library and Warwick staff for information and to identify potential areas for collaboration. It is anticipated that the new Global Discovery Degree will be Research Skill Development framework informed.</p>

## 2013 Library Annual Report

Strategy E4: Invest in Blended Learning to enrich the face-to-face educational experience for students and academics.		
Actions	Targets/measures/ responsibilities	Status
5. Strengthen the Library's contribution to blended learning through the e-Learning strategic plan.	<p>Create 3 e-Learning modules in collaboration with faculty staff.</p> <p>Capture content developed by others that can be used as resources in e-Learning programs.</p> <p>30% of the Library's programs incorporate blended learning.</p> <p><i>Directors, Client Services; e-Learning Coordinator, Research and Learning Coordinators; Faculty Teams.</i></p>	<p>Achieved.</p> <p>A suite of academic integrity modules have been developed by Library staff in collaboration with the Office of the Pro Vice-Chancellor (Learning and Teaching) (OPVCLT), in parallel with the University's implementation of Turnitin.</p> <p>A Library Google site documents 76 completed eLearning modules or objects.</p> <p>Within the Library, sharing and re-use of resources is achieved through use of the Google Site (above) and Equella, which contains 916 items. Content developed by others external to the Library is not currently systematically captured.</p> <p>21% of programs incorporate blended learning. This result reflects the strong adoption of blended learning and is expected to continue to grow.</p>
6. Review Monash University Lectures Online as part of the Virtual Learning Environment.	<p>Lectures online is reviewed and recommendations made.</p> <p><i>Directors.</i></p>	<p>Completed. The submission was endorsed at the University's Learning and Teaching Committee and the Monash Blended Model Enabling Programme Governance Board.</p> <p>A trial of Lecture Tools is underway.</p>
7. Implement the Library's e-Learning Strategy in alignment with the University's Digital Education Strategy.	<p>e-Learning strategies are identified to develop effective tools, resources and services.</p> <p><i>Directors, Client Services; e-Learning Coordinator; Information Research Skills Manager; Learning Skills Manager; Research and Learning Coordinators; Faculty Teams.</i></p>	<p>The eLearning discussion paper has been distributed widely across the University. The resulting Strategy will contribute to the development of new initiatives.</p>
8. Contribute to the University's implementation of Virtual Learning Environment applications.	<p>The enterprise version of Equella is implemented.</p> <p>Complete the e-learning module for Turnitin with the Virtual Learning Environment team.</p> <p>Identify Library's role for specific Virtual Learning Environment applications.</p> <p><i>Directors, Client Services; e-Learning Coordinator; Information Research Skills Manager; Learning Skills Manager;</i></p>	<p>Library staff have continued to provide expertise in planning for the University implementation of Equella,.</p> <p>Completed, as above at 5.</p> <p>The Library is represented on the newly formed University action group and regular meetings are being held between the Library and OPVCLT.</p>

## 2013 Library Annual Report

	<i>Research and Learning Coordinators; Information Systems Manager; Faculty Teams.</i>	
9. Integrate reading lists within Moodle.	Options identified and integration implemented.  <i>Directors, Client Services; Lending Services Librarian; e-Learning Coordinator.</i>	Discussions identified a number of options to achieve integration of reading lists and this will be further advanced in 2014.

### Strategy R1: World-class Infrastructure: Build collections and infrastructure for research.

Actions	Targets/measures/ responsibilities	Status
10. Contribute to national data management and e-infrastructure initiatives, including the ANDS, National eResearch Collaboration Tools and Resources (NeCTAR) and Research Data Storage Infrastructure (RDSI).	Participate in international, national and regional fora.  Proposals for funding accepted, projects planned and implemented.  Contributions made to national capability building and knowledge transfer activities.  <i>University Librarian; Directors; Research Data Management Coordinator.</i>	Senior Library staff are active in a number of fora including the ANDS Steering Committee, the CAUL Research Advisory Committee, the CAUL Repository Managers Community and Monash RDSI implementation (including VicNode contact). Of particular importance has been the input into open publishing/ data knowledge transfer discussions with ARC and NHMRC through each of the above groups.  ANDS received a further \$13 million dollars to maintain the work it is doing till mid-2015.

### Strategy R2: Superior Research Training: Build Library contributions through Monash Institute of Graduate Research (MIGR) and Faculties.

Actions	Targets/measures	Status
11. Improve skills and knowledge of researchers and professional staff.	Research skills development is included in research staff and HDR student inductions.  Research data management is included in the Information Research and Learning Skills sub-committee.  <i>Directors; Research Data Management Coordinator; Research and Learning Coordinators; Copyright Adviser; Faculty Teams.</i>	Two forums targeted towards early career researchers and supervisors were held. Contributions were made to 1 <sup>st</sup> and 2 <sup>nd</sup> level supervisor training.  Contributions were made to MIGR and faculties regarding changes to the new PhD programs. Three faculty programs include the Library. Contributions to MIGR Essential Skills program development and delivery are in progress.  Research data management is included in a number of research and learning activities (workshops, supervisor training, faculty meetings etc.).
12. Articulate research data management in the Research Skill Development framework and apply to curriculum.	Research data management is mapped to the Research Skill Development framework  <i>Directors; Research data management coordinator; Information Research Skills Manager; Learning Skills Manager;</i>	Some initial work has commenced in faculty teams and is expected to progress more rapidly with the appointment of the new Research Data Management Coordinator.

## 2013 Library Annual Report

	<i>Research and Learning Coordinators; Faculty Teams.</i>	
--	---	--

<b>Strategy R3: Translating Research for Impact: Identify, manage, disseminate and promote research output.</b>		
Actions	Targets/measures/ responsibilities	Status
13. Revise and implement the Research Data Management Strategy and Plan for the University with eResearch, eSolutions and Research Office.	<p>Research Data Management Strategy and Plan revised and implemented.</p> <p><i>University Librarian; Directors; Research Data Management Coordinator; Research and Learning Coordinators; Faculty Teams.</i></p>	<p>Research data management policy and procedures were reviewed, updated with minor changes and communicated as part of the University's routine cyclic policy reviews.</p>
14. Extend and improve access to University research output.	<p>HERDC publication data imported into the repository.</p> <p>Repository content increased by type of outputs and at least 10% of the content to be full content (not just metadata).</p> <p><i>University Librarian; Directors; Manager, Monograph Resources; Repository Librarian; Research Data Management Coordinator; Web and Applications Librarian; Research and Learning Coordinators; Faculty Teams.</i></p>	<p>18,055 HERDC publication records were imported. 6,847 PDF files were collected as secure evidence. The next HERDC survey is in 2014.</p> <p>HERDC evidence files, Research Masters theses, texts of political speeches, postcards and dance cards were added to the repository.</p> <p>The repository has 25% of the total objects with full content. 16% of the total objects have open access content.</p>
15. Extend Monash University Publishing.	<p>Faculty engagement strengthened through establishment of additional editorial committees.</p> <p>The possibilities of establishing a joint publishing venture through the Monash Warwick Alliance are explored.</p> <p>Number of titles published in 2013 increases over 2012.</p> <p>Redeveloped infrastructure implemented.</p> <p>Strategy devised to build undergraduate publishing capability.</p> <p><i>University Librarian; Manager, Monash University Publishing.</i></p>	<p>Five editorial committees have been established and discussions to establish others are continuing.</p> <p>There has been little progress, although discussions are ongoing.</p> <p>23 new books and 4 journal issues were published in 2013. Overall sales rose by 12.4%.</p> <p>Will continue as and when resources are available to do so.</p> <p>Initiatives in undergraduate publishing are continuing, notably the journal <i>Reinvention</i>. Further developments were held over in favor of other priorities.</p>
16. Evaluate the first round of the Library fellowship program.	<p>The first round of the Library Fellowship program is evaluated.</p> <p>Options explored for sustainable funding of future Fellowships.</p>	<p>The project was reviewed toward the end of the year. It recommended that further funding of library fellowships be held over until the outcome of the CAUL-ASA (Australian Society of Authors) fellowships can be assessed.</p> <p>Library Fellowships are included as one of the possible areas for</p>



## 2013 Library Annual Report

	<i>University Librarian; Rare Books Librarian; Senior Asian Studies Librarian; Library Planning Executive, Communications Manager.</i>	Advancement focus.
17. Develop and implement a Library digitisation strategy.	<p>Library strategy endorsed by General Library Committee and implemented.</p> <p>Feasibility of extending the strategy university-wide discussed with stakeholders.</p> <p><i>University Librarian; Directors; Library Planning Executive.</i></p>	The strategy has not been developed due to uncertainty over funding. Digitisation initiatives are being considered by the Director, Research Infrastructure and will address the wider digitisation requirements of the University.

### Strategy C1: Improve facilities in accordance with the Facilities Master Plan.

Actions	Targets/measures/ responsibilities	Status
18. Plan the refurbishment of the Caulfield Library.	<p>Through appropriate channels, including the Provost Working Group, planning and a detailed costing of a design is approved by Council.</p> <p><i>University Librarian; Directors; Manager, Caulfield Library; Facilities Manager.</i></p>	The project has been approved and shortlisting of architects was completed.
19. Plan and implement the Matheson refresh project.	<p>Planning completed; stage one implemented.</p> <p><i>University Librarian; Directors; Manager, Matheson Library; Facilities Manager</i></p>	The project has progressed through appointment of architects to the initial stages of development of a design concept.
20. Review the implementation of the research and learning furniture.	<p>Review undertaken and recommendations made.</p> <p><i>Directors; Facilities Manager; Communications Manager; Branch Managers.</i></p>	Meetings and consultations have been completed across branch libraries and these have informed the configuration of ongoing installations in branches.
21. Contribute to Law Faculty planning for more effective use of its building.	<p>Planning complete and changes to Library spaces identified.</p> <p><i>University Librarian; Directors; Manager, Law Library.</i></p>	The Library and Faculty are discussing possible future plans for the building's spaces, with preparatory collection work being undertaken by Library staff. The Faculty is investigating possible funding for this work.

### Strategy C2: Improve staff capability for a changing environment.

Actions	Targets/measures/ responsibilities	Status
22. Undertake the 2013 staff survey.	<p>Complete survey with increased participation and develop an action plan.</p> <p><i>Director, Resources; Human Resources Business Partner; Library Strategy Group; Library staff.</i></p>	The University did not run the survey in 2013 and the Library considered but decided against running its own survey.

## 2013 Library Annual Report

23. Lead the Victorian library mentoring program.	<p>Program implemented. Staff participate as mentees and mentors.</p> <p><i>Director, Resources; Staff Development Coordinator.</i></p>	The program has been successfully implemented and completed, involving staff from 7 institutions. Monash staff were involved as both mentors and mentees.
---	---	---

### Strategy C3: Strengthening Professional Services Improve planning and quality environment.

Actions	Targets/measures/ responsibilities	Status
24. Participate in the Strengthening Professional Services project.	<p>Project completed. Targets identified and met.</p> <p><i>University Librarian; Directors; Library Strategy Group.</i></p>	2013 targets have been finalised and met.
25. Undertake user survey.	<p>Survey held and action plan developed.</p> <p><i>Directors; Library Strategy Group</i></p>	The survey was completed with an increased number of participants. The performance rating increased slightly to 77.1% and the satisfaction rating was 5.38 (out of a possible 7). The results have been analysed and responses and plans have been completed.

### Strategy C4: Explore alternative sources of funding for a more sustainable future.

Actions	Targets/measures/ responsibilities	Status
26. Identify opportunities for philanthropic funding.	<p>Strategy and plans developed. Opportunities identified and applications made.</p> <p><i>University Librarian; Directors; Library Planning Executive; special collections managers</i></p>	Initial discussions with Advancement Division have been held.

### Strategy C5: Provide advice and infrastructure for Monash libraries at Monash University Sunway and Monash South Africa in a changing campus and partnership environment.

	Targets/measures/ responsibilities	Status
27. Improve access to library collections and implement sustainable strategies for application and web support.	<p>Advice and support provided for e-resources, Alma and Search.</p> <p><i>University Librarian; Directors; Information Systems Manager; eResources team.</i></p>	Advice and support have been provided. Planning is underway for the implementation of Alma in Malaysia and South Africa in 2014.
28. Advise on the development of infrastructure and staff capability at the overseas campuses.	<p>Advice provided on service provision and development.</p> <p><i>University Librarian; Directors</i></p>	<p>Inputs have included Research Skill Development workshops in Malaysia, and Moodle and e-Learning advice in South Africa.</p> <p>The Library has drafted a set of principles for input to the</p>

## 2013 Library Annual Report

		Laureate/South Africa service level agreement.
<b>Strategy C6: Contribute to the development of key applications and infrastructure.</b>		
<b>Actions</b>	<b>Targets/measures/ responsibilities</b>	<b>Status</b>
29. Implement the Alma library management system.	Contributions made to product development and evaluation. Planning and implementation completed.  <i>Directors; Information Systems Manager; Manager, Monograph Resources; Lending Services Librarian, Applications Librarian.</i>	Alma was successfully implemented in September. There is a significant amount of post-implementation work being undertaken, which includes working with Ex Libris and the University to further automate and streamline processes, particularly integration with University enterprise applications.
30. Evaluate the usability of Search.	Evaluation completed and recommendations implemented.  <i>Information Systems Manager; Communications Manager.</i>	Feedback from the user survey provided information to make a number of changes. Further usability testing will occur in 2014 as Alma is bedded down.
31. Review the Library's web presence.	University web strategy implemented and reviewed for the public website and the intranet.  <i>Directors; Information Systems Manager; Communications Manager; Applications Librarian.</i>	The University strategy has been implemented and further developments are being informed by several inputs, including responses to the user survey.

## Appendix 2: Key statistics: 2013

### 1. Collections

1a. Physical collections <sup>a</sup>							
Library	Monographs	Serials	Microforms	Non-Book	2013 total	2012 total	Change
Matheson (incl. Rare Books)	1,028,537	181,547	335,973	40,589	1,586,646	1,578,846	0.5%
Hargrave	225,827	170,656	18,763	5,864	421,110	431,238	-2.3%
Law	61,419	68,288	8,983	804	139,494	156,811	-11.0%
Caulfield	262,135	57,924	5,246	37,299	362,604	356,015	1.9%
Peninsula	170,303	28,466	3,878	668	203,315	205,519	-1.1%
Berwick	22,640	139	35	3,023	25,837	27,642	-6.5%
Gippsland	119,844	31,410	6,090	56,420	213,764	214,984	-0.6%
Pharmacy	14,448	5,759	747	107	21,061	20,824	1.1%
Off Site Store	322,468	44,994	-	-	367,462	319,859	14.9%
<b>Total</b>	<b>2,227,621</b>	<b>589,183</b>	<b>379,715</b>	<b>144,774</b>	<b>3,341,293</b>	<b>3,311,738</b>	<b>0.9%</b>

(a) The collection increased in size by the same amount as in 2012. More material was transferred to the offsite store from several branches, notably the Law Library.

1b. Electronic Collections	2013	2012	% Change
Electronic Monographs	662,980	455,116	45.7%
Electronic serials accessible through Search	NA	95,721	
Electronic serials - as determined using CAUL deemed list guidelines	NA	138,453	
Electronic Databases	1,330	1,279	4.0%
Monash University Research Repository (Documents online)	24,526	19,443	26.1%

### 2: Loans and Other Activities

2a. Total Loans and Renewals <sup>b</sup>	2013	2012	%Change
Loans	511,181	640,743	-20.2%
Renewals	364,654	538,788	-32.3%
<b>Total</b>	<b>875,835</b>	<b>1,179,531</b>	<b>-25.7%</b>

(b) Loans and renewals dropped significantly between 2012 and 2013. This reflects a significant decrease in the number of items on reserve, changes in loans policies, the increased number and use of electronic resources and increasing adoption of online reading lists.

2b. Inter-Campus Loans (Loans between Monash University Campus Libraries) <sup>c</sup>	2013	2012	%Change
Holds Received (not including items found on local shelves)	NA	90,682	
Items Charged Out	NA	62,096	

(c) Due to the Alma implementation no data is available post-August 2013.

2c. Inter-Library Loans (Loans between Libraries) <sup>d</sup>	2013	2012	% Change
Requests Received	24,287	25,672	-5.4%
Requests Processed	22,381	23,809	-6.0%

## 2013 Library Annual Report

Items Supplied	10,968	11,328	-3.2%
----------------	--------	--------	-------

(d) Decreases for 2013 continue the trend observed in previous years. Increased availability of resources online is reducing reliance on print collections and hence reliance on borrowing from other libraries' collections.

2d: Online use of library managed resources	2013	2012	% Change
Lectures online - Audio/ Visual streams	1,311,110	935,541	40.1%
Lectures online - Audio/ Visual M4V downloads	981,232	997,399	-1.6%
Lectures online - Audio MP3 downloads <sup>g</sup>	130,937	215,941	-39.4%
Accesses of library managed electronic resources	6,515,995	5,870,995	11%
Monash University Research Repository accesses <sup>h</sup>	344,051	101,628	238.5%

(e) The drop in MP3 access reflects the shift from this format to the AV formats. The MV4 format was introduced during 2013 and is expected to gain in popularity.

Access to the Monash Research Repository has not been reported previously. The figures show a dramatic increase in visits to the repository, which is due to a combination of increased content and changes in the configuration of the repository software so that it is more effectively harvested by services like Google Scholar, thereby making Monash information more discoverable.

2e: Door Count <sup>f</sup>	2013	2012	% Change
Door Count	3,364,586	3,631,222	-7.3%

(f) The number of visitors to the libraries declined in 2013. The largest drop (26.5%) was in the Law Library and was largely due to restricted access while extensive renovations were carried out on the whole building. Other significant reductions were observed at Peninsula (-19.9%) and Berwick (-17.38%).

### 3: Engagement

3a: Teaching Programs	2013	2012	% Change
<i>Information Research Skills</i>			
Sessions	883	1,178	-25.0%
Participants	19,001	19,901	-4.5%
Staff Contact Hours	1,396	1,477	-5.4%
<i>Learning Skills</i>			
Sessions	1,985	2,195	-9.6%
Participants	63,079	43,305	45.7%
Staff Contact Hours	8,465	8,001	5.8%
<i>Combined</i>			
Sessions	2,868	3,373	-15%
Participants	82,080	63,206	30%
Staff Contact Hours	9,861	9,477	4%

3b: Other Library engagement for curriculum impact	2013	2012	% Change
No of engagement projects/initiatives	139	NR	
Information Research Skills	10.1%	NR	
Learning Skills	18.7%	NR	
Combined	71.2%	NR	
RSD Informed	83%	NR	

3c: Inquiries <sup>e</sup>	2013	2012	% Change
In Person (Reference Inquiries only)	CP	67,627	
By Telephone	15,266	23,048	-33.8%
By Ask.Monash (Email)	2,239	2,483	-9.8%
Via Ask.Monash FAQs accessed	18,412	18,735	-1.7%
Off Campus Support	5,500	4,949	11.1%

## 2013 Library Annual Report

- (g) Ongoing collection of in person statistics stopped at the end of 2012 with implementation of a new approach to service points. The recorded drop in telephone statistics is due to loss of data.

## 2013 Library Annual Report

### Appendix 3: Visitors

<i>Date (dd/mm/yy)</i>	<i>(Primary) Name and Position</i>	<i>Organisation</i>	<i>Total</i>	<i>Branch(es) Visited</i>	<i>Primary MUL Contact</i>	<i>Purpose of Visit / Area(s) of Interest</i>
11/02/2013	Kim Clarke	University of Calgary	4	Visit to Library admin involving Research Infrastructure and Client Services Divisions	David Groenewe gen	Discussion re research activities, including Research Data Management, Faculty- Library engagement, etc.
6/03/2013	Mike Ross, Denise McCaig, Gail Edwards	Heriot-Watt University Student Union	3	Caulfield	Robet Hornett, Josephine Hook	Studying facilities in global universities. Toured various campuses and service areas, the Caulfield Library and library services generally.
22/03/2013	Roz Howard, Assistant Director Arts	University of Western Australia and John Flowers, Architect	2	Matheson, HAL	Clare Carlsson	Visited Matheson and HAL refurbishment, discuss service points with Janette Burke.
4-5/4/2013	Robyn Huff-Eibl	University of Arizona	30 (incl LSG)	Various	Peter Mathews	To discuss Library strategies/approaches across a range of areas.
12/05/2013	Guy Wilson, Bundoora Library Manager, RMIT and 7 RMIT reference librarians	RMIT	8	Matheson, HAL, Law	Clare Carlsson, Robert Thomas, Kay Tucker	
15/05/2013	S D Kulkarni, IITB Deputy Librarian	Indian Institute of Technology, Bombay	2	HAL	Robert Thomas	To compare services and facilities.
28-29 May	Bronwyn King & Helen Loosi	Uni Linc	2	Resources Division	Megan Lee	ExLibris/ Alma set up.
5/06/2013	Allan Morris, Executive Director of Information and Physical Resources	Southern Cross University, Coff's Harbour	1	HAL, Matheson	Ross Harrison	Facilities & ALMA.
16/07/2013	Annemaree Senior, eLearning Manager, ITS Teaching and Learning Facilities	University of Otago, Dunedin, NZ	2	Resources Division	Janette Burke	MULO and Echo360 overview.
12/09/2013	Yingfei Ji, Deputy Operations Manager	Shanghai University Library	1	HAL	Robert Thomas	Tour and discussion on staffing and services.

## 2013 Library Annual Report

16/10/2013	Senior Deans	Princess Nora bint Abdurahman University (Saudi Arabia)	23	Matheson, HAL	Janette Burke	20 Deans and other executives visited as part of an "Elite Leadership" program. The program involves some group seminars and activities as well as individualised meeting programs. A presentation about library directions based on the Shape Shifting PowerPoint and questions followed.
1/11/2013	Zhejiang University delegation	Zhejiang University	8	HAL	Janette Burke	Request for a tour via Rebecca Deng, manager, China engagement (Monash global engagement group) . The delegates are responsible for the construction of a new campus in China. They specifically indicated they wanted to look at the Monash libraries.
21/11/2013	Faculty of Education academics, Islamic University of Malang	Islamic University of Malang, Indonesia	8	Matheson	Clare Carlsson	Tour of Library.
					Aline Scott-Maxwell	Look at collection TMC and ASRC in particular.
					Anita Dewi, Winifred Hirst, Leanne McCann, Lyn Torres	Discussion re Services we offer.
					Anna Davis	Demonstration of online resources/ library guides and what learning skills advisors offer.
11/12/2013	Mr Dedi Junaedi (Principal Secretary)	National Library of Indonesia	6	Matheson	Janette Burke, David Groenewegen, Clare Carlsson	Visit to Monash Look at ASRC collection Talk re possible collaboration around resources.
13/12/2013	Paul Holt, Law Faculty Manager, UTS	UTS, Sydney	1	Law	Kay Tucker	Tour the Library and discuss physical spaces and services.



## Appendix 4: Publications, Presentations and Memberships

### Publications

- Beitz, A., Groenewegen, D., Harboe-Ree, C., Macmillan, W & Searle, S. 'Case study 3: Monash University, a strategic approach', book chapter in Pryor, Jones and White (eds): *Delivering research data management services*. London: Facet Publishing, 2013.
- Castillo, T. & Jansen, S. 'Online social networking and the social construction of learning: is face-to-face dialog still relevant?' Paper presented at 11th Biennial AALL Conference, Nov 15th, 2013.
- Dewi, A. 'Book Review: Managing Change in English Language Teaching. Edited by Christopher Tribble. London: British Council, 2010, 281 pp.' *World Englishes*, 32(2), 2013, 284-286.
- Dewi, A. 'Bukan Rumpi Tapi Diskusi - A Means of Promoting Library.' *East Asian Library Resources Group of Australia Newsletter*, 61, January 2013. (link re-published in ALIA Asia Pacific Special Interest Group Newsletter, 82/83, July/November 2013.)
- Groenewegen, D., Treloar, A. 'Adding Value by Taking a National and Institutional Approach to Research Data: The ANDS Experience.' *International Journal of Digital Curation* 8 (2), 2013, 89-98.
- Hall, M. & Hatta, A. 'Memories of the Workshop in Japanese Antiquarian Materials at Tenri University Library, June 2013.' *East Asian Library Resources Group of Australia Newsletter*, 62, 2013, 13-15.
- Dorrington, D. & Kim, J-S. 'Report on the KSAA Biennial Conference 2013: Library Information Room & Roundtable discussion at the Korean Studies Association of Australasia (KSAA) Biennial Conference 2013, ANU 27-28th June a great success!' *East Asian Library Resources Group of Australia Newsletter*, 62, July 2013.
- Kim, J-S. 'List of selected information literacy resources available in the Korean language.' In F. W. Horton (Ed.), *Overview of information literacy resources worldwide*, Paris: UNESCO, 2013, p139-142.
- Monastersky, R. 'Publishing frontiers: the library reboot'. *Nature* 495, 430–432 (28 March 2013). Refers to the data management activity at Monash University Library: "The data-curation efforts at Monash, Johns Hopkins and other libraries dovetail with what many people say is a revolution in scientific publishing".
- Pretorius, L., Bailey, C., and Miles, M. 'Constructive alignment and the Research Skills Development framework: using theory to practically align graduate attributes, learning experiences, and assessment tasks in undergraduate midwifery.' *International Journal of Teaching and Learning in Higher Education*, 25 (3), 2013.
- Scot-Maxwell, A. 'Australian encounters with an imagined China in early musical entertainment.' In *Encounters: Musical Meetings between Australia and China*, ed. Nicholas Ng, Australian Academic Press, 2013, 20-35
- Scot-Maxwell, A. 'New voices, new songs, new stars: Italian song festivals and contesting in Australia.' In *Italy in Australia's Musical Landscape*, ed. Linda Barwick and Marcello Sorce Keller, Melbourne, Lyrebird Press: 2013, 131-158.
- Scot-Maxwell, A. 'Creating Indonesia in Australia: bridges, communities and identities through music', *Musicology Australia* 35 (1), 2013, 3-19.
- Scot-Maxwell, A. 'Interrogating the early 20th century popular sheet-music album: technology, gender and identity.' In *Shifting Sounds, Musical Flows: A Collection of Papers from the 2012 IASPM Australia/New Zealand Conference*, ed. Oli Wilson and Sarah Atfield, 2013, 159-169.
- Steel, K.M. (2013). 'Point of view: a significant regional industrial dispute from a novel perspective.' *Provenance, The Journal of Public Record Office Victoria*, 2013, 12.
- Taib, A., Holden, J. 'Third generation conversations – A partnership approach to embedding research and learning skills development in the first year. A Practice Report.' *International Journal of the First Year in Higher Education*, 4 (2), 2013.
- Tucker, T., Knaggs, C. 'Engagement: If You Build It They Will Come.' Paper presented at the Australian Law Librarians' Association Conference, Sydney, 23-25 September 2013.
- Yates, S. & Smith L. 'An Evaluation of a Collaborative, Blended Learning Course for Staff at Monash University Library.' *IATUL (International Association of Scientific and Technological University Libraries) Annual Conference*, April 15-18 2013, Cape Town, South Africa, 2013. at <http://docs.lib.purdue.edu/iatul/2013/papers/47/>.

## Presentations

### David Groenewegen

E-support for research at LIR HEAnet User Group for Libraries, Annual Seminar March 22, 2013

Librarian Skills for Research Data Management, CAVAL HR forum, June 27, 2103.

User-facing Data Services and Capability Building – Institutional Development. Presenters: Lyle Winton, Richard Ferrers and David Groenewegen, at eResearch Australasia October 21, 2013.

'Should university libraries provide digital scholar's labs and expertise for linking data?' Presenters: Rowan Brownlee, David Groenewegen and Ingrid Mason, at eResearch Australasia October 21, 2013.

'Meeting the Challenges of Sustainable eResearch Infrastructure.' Presenters: Anthony Beitz, Steve Androulakis and David Groenewegen, at eResearch Australasia October 22, 2013.

'Future of the Repository' at CAUL Research Repository Community Days October 29, 2013.

### Cathrine Harboe-Ree

'Open scholarship: getting it out there.' Presentation to National Scholarly Communication Forum, Canberra, 3 May

### Lisa Smith

"Technology meets Learning: Immersing Staff in e-Learning Development in a Blended Learning Course", THETA (the Higher Education Technology Agenda) Conference, The Edge of the World, Hobart, 7-10 April 2013, at <http://theta.edu.au/program/presentations-2/present-a-session/technology-meets-learning/> and <http://ccaeducause.files.wordpress.com/2011/01/lisa-smith.pdf> (Presentation created with Steven Yates).

### Melanie Thorn, Steven Yates and Amy Han

'Developing E-Learning Capability at Monash University Library: The Copyright Module.' Presenters: Melanie Thorn, Steven Yates and Amy Han. CRIG presentation.

### Steven Yates

'Enabling research skills for Global Engagement.' Presentation at the Monash/La Trobe Colloquium, Feb 12, 2013.

An Evaluation of a Collaborative, Blended Learning Course for Staff at Monash University Library.' *IATUL (International Association of Scientific and Technological University Libraries) Annual Conference, April 15-18 2013, Cape Town, South Africa, 2013.* at <http://docs.lib.purdue.edu/iatul/2013/papers/47/>.

### Anne Melles and Yasmin Moore

Design Thinking and Service Design Workshops, University of Sydney Library, 18-19 July, 2013. (invited to give the workshop)

Design Thinking: An Innovative and Energising Approach to Service Design, ALIA Information Online, Brisbane Convention and Exhibition Centre, Brisbane, University of Technology Sydney, 12-15 February, 2013.

## Memberships

Janette Burke – Board member, CAVAL.

David Groenewegen – member, CAUL Research Advisory Committee.

David Groenewegen – member, CAUL Research Outputs Working Group.

Cathrine Harboe-Ree – Monash representative, ANDS Steering Committee.

Cathrine Harboe-Ree – President, Council of Australian University Librarians (CAUL), to September 2013 and Chair CAUL Research Advisory Committee, from September 2013.

## 2013 Library Annual Report

Cathrine Harboe-Ree – member, Faculty of IT Information and Knowledge Management Advisory Committee.

Cathrine Harboe-Ree – member, Editorial Committee, *Australian Academic and Research Libraries*.

Caroline Knaggs – member, CAVAL Reference Interest Group - Seminar Committee for Information Literacy (CRIG - SCIL)

Pauline Middleton – member CAUL Research Outputs Working Group.

Judi Nolan – President, Art Libraries Society of Australia and New Zealand.

Lisa Smith – member, FutureLearn Academic Libraries Partners forum

Paula Todd – committee member, CAVAL Reference Interest Group

Kay Tucker – member, Editorial Board of *Australian Law Librarian*.

## Appendix 5: Committees - 2013

### **General Library Committee**

General Library Committee met twice in 2013. The committee provided 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. Disestablishment of General Library Committee was recommended following a review initiated by Academic Board early in 2013.

General Library Committee membership 2013:

#### **GLC membership**

Professor Kim Langfield-Smith (Chair)	Academic Board
Professor Adam Shoemaker	Vice-Chancellor's nominee
Mr David Knox	Vice-President (Finance) nominee
A/Professor Kit Wise	Academic Board
[Vacant]	Academic Board
[Vacant]	Senior Management Team (Extended)
Mr Richard Palmer	Office of the Chief Information Officer: co-opted member
Dr Luke Morgan	Faculty of Art and Design
Dr Patrick Spedding	Faculty of Arts
Dr Ross Booth	Faculty of Business and Economics
Dr Graham Parr	Faculty of Education
A/Professor Philip Nakashima	Faculty of Engineering
Dr Joanne Evans	Faculty of Information Technology
Dr Adiva Sifris	Faculty of Law
Dr Julia Choate	Faculty of Medicine, Nursing and Health Sciences
Ms Suzanne Caliph	Faculty of Pharmacy and Pharmaceutical Sciences
A/Professor Jeffrey Stilwell	Faculty of Science
Mr Ivan Yososaputro	Monash Postgraduate Association
Ms Sarah Christie	Monash Student Association
Mr Ben Knight	Monash Student Association
Mr John Murphy	Monash University Student Union Caulfield
Ms Cathrine Harboe-Ree	University Librarian: ex officio
Ms Janette Burke	Director, Central Services: ex officio
Mr David Groenewegen	Director, Research Infrastructure: ex officio
Ms Wilna Macmillan	Director, Client Services – Science, Health, Engineering: ex officio
Ms Lisa Smith	Director, Client Services – Humanities and Social Sciences: ex officio
Mrs Marion Miller	Committee Secretary

### **Copyright Advisory Committee**

The Copyright Advisory Committee meets on a needs basis and met once during 2013. The membership was:

Alexandre Medarov (IT Security and Risk – Esolutions)  
 Anne-Lee Hakkennes (Marketing)  
 Bronwyn Dethick (Faculty of Education)  
 Deborah Horne (Faculty of Pharmacy & Pharmaceutical Sciences)  
 Dr George Kotsanas (Faculty of Medicine Nursing and Health Sciences)  
 Dr Kevin Korb (Faculty of IT)  
 Dr Prabhakar Ranganathan (Faculty of Engineering)  
 Glenda Beecher (Solicitors office)  
 John Rivett (Faculty of Arts)  
 Lisa Smith (Chair)  
 Martin Taylor (Faculty of MADA)  
 Megan Deacon (Copyright office)  
 Paul Sugden / Mark Bender (Faculty of Business and Economics)

## 2013 Library Annual Report

Prof Angela Carbone (Office of the PVC Learning and Teaching)  
Prof Mark Davison (Faculty of Law)  
Romesh Perera (Faculty of Science)

### **Monash University Publishing Advisory Committee**

The Monash University Publishing Advisory Committee, comprising Faculty Editorial Board members and a range of other Monash and external stakeholders, determines the broad strategic direction of Monash University Publishing and ensures that proper processes of operation, especially those necessary for the maintenance of high standards of scholarship, are maintained. The Committee met 3 times in 2013.

Advisory Committee membership 2013:

Adam Shoemaker (Chair)  
Andrew Stammer (CSIRO)  
Cathrine Harboe-Ree  
David Garrioch  
David Groenewegen  
Helen Forgasz  
Ilana Snyder  
Kathie Barwick  
Marika Vicziany  
Nathan Hollier  
Paul Ashton (re.press)  
Paul Mercieca (RMIT)  
Tom Denison

During 2013 Monash University Publishing released the following books and journals:

### **Books published in 2013:**

*Slow Ride into the Past: The Chinese Trishaw Industry in Singapore, 1942–1983*, by Jason Lim  
*Britain and Portugese Timor 1941–1976*, by Nicholas Tarling  
*Intersections and Counterpoints: Proceedings of the Impact 7 International Multi-disciplinary Printmaking Conference*, edited by Luke Morgan  
*From a Distant Shore: Australian Writers in Britain 1820–2012*, by Bruce Bennett and Anne Pender  
*Where is Dr Leichhardt? The Greatest Mystery in Australian History*, by Darrell Lewis  
*Organise, Educate, Control: The AMWU in Australia 1852–2012*, edited by Andrew Reeves and Andrew Dettmer  
*Eilean Giblin: A Feminist Between the Wars*, by Patricia Clarke  
*Silences and Secrets: The Australian Experience of the Weintraubs Syncopators*, by Kay Dreyfus  
*Rhythm and Meaning in Shakespeare: A Guide for Readers and Actors*, by Peter Groves  
*Henry Black: On Stage in Meiji Japan*, by Ian McArthur  
*Telling Stories: Australian Life and Literature 1935–2012*, edited by Tanya Dalziel & Paul Genoni  
*Circus and Stage: Theatrical Adventures of Rose Edouin and GBW Lewis*, by Mimi Colligan  
*Verge 2013: Becoming*, edited by Peter Dawncy and Camille Eckhaus  
*Truth Will Out: Indonesian Accounts of the 1965 Mass Violence*, edited by Dr Baskara T Wardaya SJ; translated by Jennifer Lindsay  
*Test Tube Revolution: The Early History of IVF*, by John Leeton  
*An Imperial Affair: Portrait of an Australian Marriage*, by John Rickard  
*Anzac Memories: Living with the Legend (New Edn)*, by Alistair Thomson

## 2013 Library Annual Report

*By the Book: Contemporary Publishing in Australia*, edited by Emmett Stinson

*Making Chinese Australia: Urban Elites, Newspapers and the Formation of Chinese-Australian Identity, 1892–1912*, by Mei-Fen Kuo

*The Market in Babies: Stories of Australian Adoption*, Edited by Marian Quartly, Shurlee Swain and Denise Cuthbert

*Intimacy, Violence and Activism: Gay and Lesbian Perspectives on Australasian History and Society*, edited by Graham Willett and Yorick Smaal

*Don't Mention the War: The Australian Defence Force, the Media and the Afghan Conflict*, by Kevin Foster

*Developing Sustainable Education in Regional Australia*, edited by Andrew Gunstone

### **Journals published in 2013**

History Australia, v10 nos 1-3, 2013

Monash Bioethics Review v31 n1 2013