Monash University Library
Annual Report
2006

MONASH University
Library

Vision

The Library is the heart of learning and research, creatively managing and providing access to scholarly information.

Special thanks

Monash University Library wishes to thank all those people who have made gifts to the library in 2006. 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 photo: Hargrave-Andrew Library, Clayton campus

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2006 in review

A decade ago, forecasters were predicting the death (or serious decline) of university libraries as a result of the digital revolution. While the world does look different today, it is interesting to see that visits to Monash University libraries increased by 3.5% in 2006 compared with 2005, while loans were almost static. Reference enquiries increased, document delivery requests reduced, but the major change continues to be in the area of use of electronic resources with a 55% increase in the use of Library-supplied databases as an example. It can now be seen that these new resources complement, rather than replace, more traditional collections and services.

The past decade has been referred to as one of 'white water change' for university libraries, with services being transformed to be more user-focussed, dramatic shifts towards the use of electronic resources and the library playing a different role, helping to showcase and manage research output for the University.

This is certainly true of Monash University Library, and excellent progress was made in all of these areas in 2006. With regard to the library buildings, the newly refurbished Hargrave-Andrew Library and the Berwick Library and Learning Commons were opened and have been greatly appreciated by users. Planning for an improved Pharmacy Library occurred, and new facilities for both Malaysia and South Africa were in construction. The move towards learning commons, where library and information technology and other services are combined, advanced significantly at Berwick, Malaysia and South Africa, but also at Pharmacy. These changes, together with further improvements in information literacy, led to the University's decision to transfer responsibility for language and learning support services to the Library. This will take effect from the middle of 2007.

The Library continued to acquire significant electronic resources (44.2% of the collection budget is now spent on these), but it now has an established role in creating, managing and disseminating electronic resources and services. The Lectures Online service investigated the feasibility of podcasting, which will be introduced in 2007. The ARROW Repository was used to support the University's Mock Research Quality Framework (RQF) and several collections were developed for inclusion in the repository, including pictures from the Centre for Gippsland Studies, electronic copies of higher degree by research theses and working papers from the Faculty of Business and Economics. The Australian Government provided an additional grant of $4.3 million for the national ARROW project, which is led by Monash University, to continue in 2007. The Monash University ePress, which is managed by the Library, enjoyed its first full year of operation with fully functioning software, publishing the equivalent of 17 titles (15 journal issues and 2 monographs).

Services were improved in a number of ways, including participation in ask.monash, use of SMS for informing users, an upgrade in the printing and computing environments and increased and standardised of hours of opening.

The Library in Australia continued to support the two overseas campuses. In 2006 this included leading the design processes for the two overseas campus library and learning commons, negotiating access to electronic resources and providing systems and overall management support.

The treasures of the Library's collections, particularly from the Rare Books and Asian Studies Research Collections, were showcased through a range of exhibitions throughout the year, and both the Hargrave-Andrew Library and the Berwick Library and Learning Commons feature permanent displays of art works from the University's collections.

I would like to thank the University for the way it clearly expresses the value it places on its Library, the many members of faculty who engage with the Library through its collections, services and information literacy programs, and the wonderful staff of the Library, whose inspired work results in the Library performing extremely well in University and external surveys.

Cathrine Harboe-Ree
University Librarian

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)

Selecting new materials

The selection of new resources for inclusion in the collection is guided by the Collection Development Policy. The policy was significantly revised and refined in 2006 as part of the Library's commitment to continuously adapt to new and changing demands in support of teaching and research.

A wide range of print and electronic resources were reviewed or trialled for potential acquisition including new databases, e-journals and e-book packages. Electronic resources were frequently selected to supplement print holdings identified as being in high demand and to meet the needs of particular clients in dispersed locations who have limited access to the printed text, such as medicine and nursing students in clinical placements. Back runs of serials were acquired in electronic format from a number of major publishers including Wiley, Blackwell and Nature Publishing.

Acquiring and processing new materials

The budget for the acquisition and licensing of information resources was $16.1 million. Of this, 44.2% was spent on electronic resources, 19.7% on subscriptions to print journals and 36.1% on printed books, audio-visual materials, and microform sets. This continues a pattern of continued growth in expenditure on electronic resources. The number of print journal subscriptions continues to decrease as more titles become available electronically, with a total of 8,491 at the end of 2005 which was a reduction of 288 titles from the previous year.

Growing demand for books to support teaching

The collection of printed monographs continued to grow, with 55,360 orders placed and 65,033 non-serial items added to the collection. The target of 95% of order requests placed by the end of the year was exceeded, with 95.3% placed.

The Library greatly expanded its collection of electronic books in 2006, adding collections from CRC Press (2,500 titles), Springer (2,330 titles), Ebook Library (700 titles) and MyiLibrary (200 titles), as well as adding hundreds more from Wiley, Lippincott, Netlibrary, Knovel, Gale, Elsevier and others.

Receiving donated materials

The Library received a donation from Mark and Caroline Durre, the great-grandchildren of General Sir John Monash. The donation comprised a collection of volumes from Sir John's library and some Judaica printed by his grandfather, B L Monasch, in Krotoschin. This adds to the Library's collection of Sir John Monash's books and books printed by B L Monasch, already held in Rare Books. The gift also included albums of photographs and postcards from trips abroad before World War I, stereoscopic views of military subjects in Melbourne in the same period, and a 'tollis', a Jewish prayer shawl, which will be housed with the Monash Family material in the Monash University Archives.

The Asian Studies Research Collection received several donations during 2006. Several boxes of material were received from the Korea Foundation and books and journals from the National Library of Korea. The Japan Foundation donated material for inclusion in the Melbourne Centre for Japanese Language Education Collection housed in the Library. The Japanese Society of Melbourne also donated items for the collection.

Associate Professor Bob Rice, from the Faculty of Business and Economics, donated some recent periodicals and newspapers from Aceh together with other Indonesian textbooks and serials.

The Library also received a collection of Jewish titles from Deakin University.

Streamlining supply of books

Further streamlining of some ordering processes has resulted in improvements to the range and timeliness of acquisitions for the collection, including:

- Blanket order plans for new Australian books were created to cover the Berwick, Caulfield, Gippsland, and Peninsula Libraries, adding to the pre-existing plans for the Hargrave-Andrew and Sir Louis Matheson Libraries. A greater range of new Australian titles is now becoming available in the library collections much more quickly.

- If a book requested through Document Delivery is not held anywhere in Australia, it is now purchased for the Library collection. Overseas loans are only pursued when an item is not available for purchase. It is frequently quicker and cheaper to purchase a book than to borrow it from an overseas library. This improvement has resulted in a much speedier service for Library patrons, and helps to enhance the Monash University Library collection.

Resources cataloguing, information and access through the Library catalogue and website

Major update of cataloguing procedures

Cataloguers in the Information Resources Division (IRD) undertook a major update and revision of cataloguing procedures for the Library. All procedures were checked, updated if necessary, and standardised into one format. Responsibility for, and timing of, future checking of procedures was assigned to particular IRD teams. This has placed cataloguers in a good position to implement rule revisions to do with integrating resources and website cataloguing as these occur in the cataloguing profession.

Selected statistics

Cataloguers added 50,237 new bibliographic records to the catalogue.

Projects undertaken to improve the coverage and accuracy of the catalogue in 2006 included:

- Over 10,000 sub-standard records were replaced by full records
- Over 2,000 errors in records were corrected systematically.

Simplifying catalogue access for e-journals

The Library continued to source catalogue records for major electronic journal collections from the external record provider Serials Solutions. Records now come in a new format that makes them easier to locate, stays more up-to-date and allows greatly improved displays of records and holdings in the catalogue. The record loading process has been significantly improved, with provision of files updating current information rather than completely replacing the file in each load. It is planned to move to more frequent updates in 2007. Automated procedures are in place for timely access to these files.

Digital theses project

Retrospective digitisation of theses

The Library is working on a project to retrospectively digitise selected Monash theses and make them available via the Monash Australian Research Repository Online to the World (ARROW) repository. To that end, the e-cataloguing staff processed a file of retrospective doctoral theses from 2000-2005 to create catalogue records for further processing and batch input by ARROW staff.

New digital theses

The Library's eTheses standards group reviewed current theses standards, and recommended changes that further improve resource discovery.

The new Faceted Application of Subject Terminology (FAST) vocabulary was investigated in order to simplify subject cataloguing practices and facilitate machine processing and translation to other metadata schemas. It was agreed to negotiate an agreement with Online Computer Library Center (OCLC) to use the FAST vocabulary, with implementation in 2007.

A theses workflow group has also been set up to develop a workflow for digital submission of theses. This starts with record submission in ARROW and then moves to an integration of print and digital theses cataloguing in the Information Resources Division. Record standards will comply with ADT (Australasian Digital Theses project), National Library of Australia's ARROW discovery harvesting guide and international standards such as NDLTD (Networked Digital Library of Theses and Dissertations).

Provision of resource discovery tools to enable access to electronic resources including journals, books, articles and websites

Access to Lectures Online through podcasting*

In semester 2, 2006, Lectures Online successfully trialled podcasting and MP3* downloading as alternative methods of presentation for recorded lectures. The trial covered five subjects selected from the faculties of Medicine Nursing and Health Sciences, Science, Law and Information Technology. The University's Educational Technology Committee subsequently endorsed a proposal to offer MP3 downloading and podcasting of all recorded lectures for 2007, with provision for lecturers to opt-out by requesting that recordings only be done in Real Audio Streaming format. Lectures Online streamed 750,624 requests in 2006, a 20% increase on 2005 figures.

SMS*

In September a new service was trialled to deliver SMS alerts directly to a user's mobile phone, informing them of items available for pickup and providing reminders of overdue loans and fines. Over 1,085 users registered for the service, with over 100 text messages sent each day. The service was reviewed in December, with 97% of survey respondents satisfied with the service. As a result of the review, the SMS service notifying users of items available for collection will continue in 2007.

RSS/Blogs/ Wiki project*

The potential use of new technologies such as RSS feeds, wikis and blogs to improve communication and information dissemination to library staff and users was investigated and a number of new initiatives were implemented based on discussions with stakeholders, the Library's technical framework and practices of other academic libraries. Work was started on the automatic creation of new resources lists from the library catalogue which will be made available to library users on the web site or sent automatically as an RSS feed in 2007. A number of information sessions were run at the branches to raise awareness and provide an opportunity for staff to learn about potential applications. The use of a blog for the dissemination of content relevant to information literacy was also investigated.

*Technical terms:	
Blogs	Weblogs. A web based log containing commentary, with the ability for interactivity with other users
MP3	A digital audio encoding format – full title MPEG-1 Audio Layer 3
Podcasting	A podcast is a digital media file that is distributed over the Internet using syndication feeds for playback on portable media players or personal computers
RSS	Really Simple Syndication. A software device that allows users to subscribe to an information service and be notified by email when the page is updated
SMS	Short Message Service. A telecommunications protocol that allows sending of short text messages to mobile phones or personal communication devices
Wiki	An interactive web page that allows contributions from multiple sources/people. Wiki – Hawaiian word meaning 'quick'.

MultiSearch survey

The Library took part in a satisfaction survey coordinated by Australian Academic Research Library Network (AARLIN) across all of its consortium members. The AARLIN portal, called MultiSearch at Monash, allows users to search multiple catalogues and over 650 databases and e-journals simultaneously with a single search. The survey showed that 75% of AARLIN portal users surveyed agreed that they would use the portal service again. Monash endorsed the extension of its contract with the AARLIN consortium until the end of 2008.

Provision of physical access to print and other collections held in branch libraries

The Library has taken up 130 linear metres of high density shelving space at the Cooperative Action by Victorian Academic Libraries (CAVAL) Archive and Research Materials (CARM) centre on a permanent lease plus an additional 1,250 linear metres acquired during 2006. Monash now has a total of 2,560 linear metres of offsite storage.

Reviewing branch collections

A Steering Committee was established in 2006 to review the Matheson Library collections in preparation of the anticipated refurbishment of this branch. As a result of the review, thousands of multiple copies of superseded textbooks have been discarded and over 17,000 older low-use single copies have been moved to the Library's storage location at the CAVAL site at Bundoora to make room for newer and high-use material.

Other branches have also moved last copy items to Monash's storage location at the CAVAL site in Bundoora, making a total of 27,000 volumes moved to this location in 2006. All books can be requested and borrowed by users through the Library's inter-campus loan system.

Promotion and preservation of the University's intellectual output

Monash University ARROW Repository and the Monash Research Quality Framework (RQF)

For most of 2006 the Monash implementation of the ARROW project was solely focused on supporting the mock Research Quality Framework (RQF) exercise conducted by Monash University. The Mock RQF was a complete dry run of the Department of Education, Science and Training's proposed new method of assessing the quality of research outputs. This exercise is modelled on the UK's Research Assessment Exercise (RAE). Significantly, the Australian implementation of the RQF will require that the participating universities deliver online copies of selected research outputs to the RQF assessors via repository software. All faculties of the University were involved in the exercise. They were required to identify the six best research outputs for the last five years and organise this information into research groupings (eg stem cell research).

The Library's ARROW team, with help from other library staff, supported the Mock RQF exercise by locating copies of all the 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 RQF Information System, which the assessors were able to access internationally at any time of day. For copyright reasons access was restricted to staff involved with the Mock RQF project. More than 7,000 publications were located, digitised and stored. The exercise is considered a successful test of the ARROW repository software for an important and demanding information management task.

Monash University ARROW Repository increases content

Monash University ARROW Repository content was increased significantly with the addition of the Faculty of Business and Economics collection of 577 working/discussion papers. The repository is also used to host the content of two Monash related journals: the *Journal of Australian Taxation* and *Practice Reflexions*. Content will continue to increase in 2007 with the addition of digitised higher degree by research theses to an already significant collection of theses and patents.

Gippsland Picture Collection

Photographs in Monash University's Centre for Gippsland Studies collection have been digitised and made accessible to students, researchers and members of the public via the internet for the first time. The Gippsland Picture Collection photographs capture the history and heritage of Gippsland from the early 1900s, and are a hallmark of the Centre for Gippsland Studies. More than 1,081 of the collection's photos have been added to Monash University's ARROW repository.

The photo collection can be viewed at http://arrowprod.lib.monash.edu.au:8000/access/ and through PictureAustralia at www.pictureaustralia.gov.au.

The digitised collection was officially launched at Monash University's Gippsland campus on 12 April by ABC reporter, presenter and author Tim Lee who, as a member of a Gippsland farming family which settled in the region in the 1860s, has a special interest in and links with the Gippsland community. At the launch Mr Lee spoke from personal experience of the importance of preserving history and community culture by digitising aging photographic material, and the benefits of making such images more accessible than was ever previously possible.

Monash University ePress

In 2006 the Monash University ePress published 17 titles (15 journal issues and two books), which brings the total number of books and journals published since 2004 to 30.

A major achievement for the ePress in 2006 was the publication of the journal *Australian Review of Applied Linguistics (ARAL). ARAL*, which had been published in print-only format for over 25 years, has now increased its frequency of publication from two to three issues per year, with the ePress providing online access to over 320 members of The Applied Linguistics Association of Australia (ALAA). The ePress and AALA administration worked closely together to communicate the availability and benefits of the online version to members, which include academic libraries.

In addition to *ARAL*, the ePress published two new books in 2006:

* *Jackson's Track Revisited,* by Carolyn Landon
* *South Pacific Museums,* edited by Chris Healy and Andrea Witcomb

The journal *History Australia,* published by the ePress for the Australian Historical Association, carried multimedia information for the first time, including a video clip of the pianist Vera Bradford playing before an audience in 1980. The ePress will continue working with the journal's editorial team to make, as editor Professor Marian Quartly states, 'intelligent use of sound and moving image as historical evidence'.

Author Carolyn Landon (front) with the Monash University ePress team (from left) Sarah Cannon, Michele Sabto, Joanne Mullins, at the launch of her book in August

The Council of Australian University Librarians (CAUL) named Michele Sabto, Manager of the ePress, winner of their achievement award for 2005. The award was bestowed based on her innovative use of leading edge information technology to develop a self-sustaining model for online publishing of scholarly material. It was the first time a non-librarian had won the award. Michele accepted the award, and gave a presentation on the work of the ePress, at a CAUL meeting in Canberra.

Ensure Library involvement in planning of academic programs at all campuses

Librarians at all campuses continue to participate in faculty workshops, planning programs, departmental and school meetings including faculty boards. In 2006 Library representatives participated in Student Experience Network meetings across campuses to better understand student needs for programs and services.

Contribute to the University's information management initiatives

Research Data Management Policy

The Library has been involved in developing a research data management policy for the University through a subcommittee of the eResearch Committee chaired by the University Librarian with members including the Director, Information Resources, the Library Planning Executive, and staff from Information Technology Services, the eResearch Centre and Records and Archives. The draft policy is due to be presented to the eResearch Committee for approval in early 2007.

Metadata

The Library continued to contribute to the University's metadata initiatives in 2006. Expert advice on assigning keywords was provide to the Content Management System (CMS) group to assist with their application of Metatagger, an automatic metadata generator for use within the CMS.

Advice on educational metadata and subject controlled vocabularies such as Medical Subject Headings (MeSH) was given to the Faculty of Medicine Nursing and Health Sciences, to assist them in their Medways database project.

The Metadata co-ordinator has also been involved with the 'Working with information efficiently and effectively' (WIEE) project, which has been implementing activities to support the University's Information Management Strategy.

Goal 2: **Information Services**

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

Provide coordinated, proactive services under the 'one library' banner while still meeting individual campus and faculty needs

Improving the quality of reference services

Following a review in 2005, a revised methodology for the collection of reference enquiry statistics was implemented which for the first time ensured that data was collected from all service points. Staff at service points in all branch libraries were briefed on definitions recommended by the review and these were used consistently in 2006. Two snapshot periods, each of a week's duration, recorded more detail than in previous years on the range and categories of reference and non-reference enquiries. While the data will be more useful when collected over a longer period, at the end of one year there are indications that reference enquiries come to all service points. Reference questions relating to use of the catalogue and non-reference questions relating to loans are the most common enquiries from a broad range of areas.

The improved process across all service points and completed library refurbishments, leading to an increase in library visitors, has resulted in an increase in the identified number of reference enquiries for 2006.

Year	Total number of reference enquiries
2006	92,692*
2005	82,071
2004	98,164
2003	102,600
2002	103,611
2001	110,270
2000	125,139

* In person reference enquiries from all service points, based on revised methodology

ask.monash online help service

The Library has joined ask.monash, which is a customer enquiry system providing the ability to develop frequently asked questions (FAQ). The Library launched the service in August and all

Members of the Library's ask.monash implementation team, which is based at Gippsland Library

Library email queries now go through the ask.monash service, with integrated help and feedback provided. The Library was the first ask.monash customer to provide a service to non-Monash users. From the inception of the service until December 2006, 2,417 answers have been viewed by Monash and 1,073 by non-Monash users. The Library received 622 enquiries, with 205 referrals to Library specialists. The top two queries in the FAQ database were related to loans and resources.

Provision of advice and assistance to academic staff and students in using services and collections

Demonstrating the depth of the collections through exhibitions

The exhibition space in the Sir Louis Matheson Library supported four major exhibitions in 2006, beginning with the *Recent Acquisitions 4* exhibition. This ran until 31 March 2006. It showed a cross-section of items acquired since 2001. The Library is planning another in this series for later in 2007.

The Home exhibition ran from April to June 2006. This featured material predominantly from Australia, but also from Britain and the United States. The display was intended to show the importance of the material both to social history and the history of architecture. Trends and tastes reflected in the styles of the homes themselves and of their interiors were traced through each decade of the 20th century.

The *Sport* exhibition ran from July to September. This was mainly 19th and 20th century material from Australia and overseas. Sport is a major preoccupation of our society and the Library has significant holdings in the field. The opening address was given by the novelist Gerald Murnane, who revealed his long lasting love of horseracing and pondered the lack of interest in sport by many academics.

From October 2006 to February 2007 an exhibition of *Ephemera* was on display. This is a serious area of collecting world-wide and Monash University Library has large holdings. The material ranged from the 17th century to the present. Historians are increasingly finding such primary source material useful for their research.

Dr Seamus O'Hanlon, Senior Lecturer in History (left) with Richard Overell, Rare Books Librarian, after Dr O'Hanlon opened the Rare Books Exhibition – *Ephemera* in October 2006.

As with all exhibitions since the mid-1990s, the exhibitions for 2006 are preserved online at www.lib.monash.edu.au/exhibitions/

Engagement and liaison with faculty members and students about the development of services and collections

2006 saw a range of initiatives across the branches as Library and academic staff worked together to improve provision of, and access to, information. Some of these included:

- In consultation with the Centre for Religion and Theology, Library staff undertook a detailed assessment of research databases in religion and theology. This resulted in the licensing of ATLA Religion Database via the CSA platform.

- New online subject guides for classics, religion and Jewish civilisation were developed in consultation with academic staff.

- Liaison between Gippsland Library staff and staff from the School of Humanities, Communications and Social Sciences ensured that the Library was able to prepare efficiently for the new 'Criminal justice' undergraduate courses.

- Berwick Library staff consulted with staff in Geography to build a teaching collection in urban and regional studies, supporting the new undergraduate degree.

- Law Library staff worked with academics and other university staff to set up email alerts for new and amended legislation available from a new Lawlex database subscription.

- Library staff, with the Library representative from the School of Applied Science and Engineering at the Gippsland campus, identified useful electronic books and developed strategies for maximising their use.

Development of academic staff and student information literacy skills

Increased participation in information literacy programs

There was a general increase in the number of information literacy sessions and participants in 2006, with the following sessions recorded: 237 orientation (30% increase from 2005), 247 basic instruction (29% decrease) and 785 advanced instruction (16% increase). There were a total of 26,995 participants, up 24% compared with 2005 numbers.

Participants included undergraduates, postgraduates and academic staff. A session on information literacy was included in the new Foundations of Teaching@Monash workshop for staff. Library and teaching staff involved in setting up the new medical course at Malaysia were given an overview of the information literacy program within the undergraduate medical course when they visited Melbourne.

In second semester an online form was trialled to capture more information about classes offered by librarians. The modified form will be used routinely in future.

Evaluation of information literacy programs

To complement the information obtained through the 2005 evaluation of an information literacy program at Peninsula campus, in 2006 participants' perceptions of their programs were sought through implementation of an online feedback form across all Victorian branches. Of the 2,220 respondents, 88% agreed or strongly agreed that they had learned something new about information research that would help them with their studies and 90% agreed or strongly agreed that overall the session was useful.

Professional development for information literacy educators

During 2006, three formal opportunities for continuing professional development were arranged for librarians involved in teaching. 15 people attended the Centre for the Advancement of Learning and Teaching (CALT) workshop, customized for librarians, entitled 'Approaches to Teaching'. The major event for the year was 'Six Frames for Information Literacy Education: A Workshop', facilitated by internationally renowned information literacy academics Professor Christine Bruce and Dr Sylvia Edwards, which was attended by 29 Library staff. 12 people attended the first series of very practical and popular workshops, 'Designing learning tasks around information literacy: from telling to learning' devised and facilitated by the Faculty of Education. These workshops in particular have helped to transform librarians' approaches to teaching so that information literacy programs encourage active learning.

To improve collaboration across teams and branches, in November librarians organized an informal workshop on their involvement with online learning and particularly Monash University Studies Online (MUSO). To continue this collaboration a teaching showcase will be held at the end of each semester.

Provision of relevant print and electronic guides to services and collections

The Library produces a range of print and online guides to assist clients to select and use the most appropriate library resources for their particular needs. For the first time since these guides were developed, a formal study of their use was undertaken to investigate how well they are meeting users' needs. A consulting company was engaged to perform the study. User needs, preferences and behaviour were ascertained through a series of interviews, focus groups and an online questionnaire.

While the report was not finalised by the end of 2006, early drafts indicate that a large amount of useful information has been gathered. In 2007 recommendations based on the findings of the final report will be acted upon.

Promotion of the research strengths of the collection

Evaluating research collection adequacy

The Research Collection Adequacy Working Group, established in 2005, continued to develop a methodology for evaluating the collections in research areas. This methodology was applied to collections for Art and Design, Jewish Civilisation, Biomedical Engineering and Utopianism in Science Fiction. The range of areas that have been covered allow the Library to draw some general conclusions and modify the methodology for particular disciplines. The in-depth interaction between researchers and Library staff was identified as the most valuable part of the process in all areas. A Business and Economics example is yet to be completed.

The work was presented to the Council of Australian University Librarians (CAUL) during the year, generating interest and follow-up from other university libraries.

Work with faculties to provide support for teaching and research activities

Planning

The Library has developed a Research Support Plan to describe, focus, plan and prioritise how it supports the University's research. The plan addresses six key areas. After wide consultation within the Library, the plan was taken out into the University in 2006 for further feedback and to communicate with the research community. It was also used to communicate with other university libraries, leading to ongoing dialogue on support for research. The plan, available on the internet, is a rolling three year plan that will be updated in 2007.

An Education Support Plan is also being developed, to be finalised in 2007. The plans support the University Research and Research Training and Education plans.

Programs

The Library's popular training and assistance in EndNote bibliographic management software was provided across the University and also in a range of Monash affiliated hospitals. Demand for access to EndNote for undergraduates is increasing as research training reaches earlier into the curriculum. To help meet this need, EndNote software was rolled out on all Library computers.

Some other highlights:

- During the University's Mock Research Quality Framework (RQF) exercise, subject librarians worked with academic staff from all faculties to help them gather evidence in support of the impact of their publications. This included citation analysis for serials and holdings analysis for monograph publications.

- Library staff worked with the Faculty of Art and Design to develop a presence on the faculty's online research network, then used this to publicise EndNote and databases training.

- Law Library staff assisted in the provision of Westlaw training to improve research skills.

- In consultation with the honours co-ordinator in Political and Social Inquiry, Library staff developed a site in Monash University Studies Online (MUSO) to support honours students.

- Library staff assisted staff from the Centre for the Advancement of Learning and Teaching (CALT) to improve the online tutorial provided for Art and Design students.

- Law Library staff continued active involvement in teaching, including the development of a new first year Law unit 'Writing and research', and teaching or co-teaching in the units 'Legal research and problem solving', 'Introduction to legal reasoning', 'Law in society', 'Contract', 'Australian legal system', 'Legal research and communication' and 'Advanced legal research'.

- Hargrave-Andrew Library staff ran Evidence-Based Medicine tutorials for Monash Medical Centre third year students, and later assisted in these sessions at two hospitals.

- Library and academic staff worked together to formally integrate Information Literacy into a large, multi campus first year psychology unit.

- An information literacy component included in Engineering's postgraduate 'Research practices' unit in 2006 developed postgraduate skills and enhanced the Library's knowledge and ability to develop the collections in related areas.

Goal 3: **Lending Services**

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

Provision of loans services from any branch of the Library

Borrowing from the collection

Branch Library	2006 total loans	Change from 2005	Change %
Berwick	32,015	-2,025	-6.0
Caulfield	246,372	-13,189	-5.1
Gippsland	61,033	-2,901	-4.5
Hargrave-Andrew	149,233	+10,397	+7.5
Law	47,437	-905	-1.9
Matheson	412,713	+12,971	+3.2
Peninsula	64,924	-2,979	-4.4
Pharmacy	20,830	-6,049	-22.5

Loans of print materials from the Library's collections declined marginally in 2006; down by 4,380 or 0.4% overall. This represents a slowing since 2005, when the decline was 5.7%. Notably there were significant increases at the Hargrave-Andrew and the Sir Louis Matheson Libraries. The completion of refurbishment at Hargrave-Andrew early in the year may account for some of the increase, as students returned to this library. Building works at Parkville, causing disruption in the library, contributed to the large decline at that campus. Changes in access and loan periods for reserve material were deliberately made to reduce loan traffic during the duration of the works at the Pharmacy Library.

Items borrowed and then renewed declined by 7,809 or 1.2%, with variation across branch libraries.

Self charge terminals are now installed in five of the eight branch libraries, meeting student preferences for self help options, reducing queues and reducing manual handling for loans staff. The Hargrave-Andrew Library Open Reserve Collection self charge terminal provides users with full self service access to printed reserve material in that branch.

Borrowing from collections at other campuses

The procedures to request items from the collection regardless of their branch location using the library catalogue, which were introduced in 2005, continued to be popular in 2006, with 148,944 items (127,727 in 2005) sent to another branch library. Of these 96,560 were charged to the Library user's record. This represents an increase of 3.8%, or 18,590 items actually charged to a user. Part of this increase can be attributed to the trial of the SMS messaging service which notified Library users that their holds were available for collection. This service will continue in 2007. Overall, the number of online hold requests placed increased by 18.91% (38,014 items) and the number of those that were borrowed increased by 4.25% (32,393 items) in 2006.

This is a popular service that involves increased workloads for staff. In 2007 options for reducing workload while still providing access to materials from other campuses will be considered.

Provision of access to reserve collections and electronic reading lists

In 2006 47,630 items were lent from the hard copy reserve collections compared with 48,814 in 2005, representing a 2.5% decrease in loans. Loans from hard copy library reserve collections decrease as electronic access options increase and more reserve collections are moved to open access. The Hargrave-Andrew Library offered open access to their reserve collection for the first time in 2006, allowing browsing without borrowing, joining the Sir Louis Matheson Library in offering this service.

Demand for electronic reading lists remains strong. In 2002 the service commenced with reading lists for 290 units, increased to 1,055 units in 2005 and remained steady in 2006 with 1,052 units. There were significant increases in workload in 2006 developing cross campus access to these lists. The number of lists has the potential to increase and to include a service offer for international campuses.

A project has been established to develop a service model, related policies and practices, and make recommendations on technology improvements to manage current and potential demand for this service.

Provision of access to other libraries' collections

The Co-operative Action by Victorian Academic Libraries (CAVAL) Reciprocal Borrowing Program saw staff and students from Monash University borrow 26,883 items from 28 other Victorian academic libraries. Monash University Library lent 44,712 items to staff and students from the same libraries.

Monash University Library, as a member of the University Library Australia national borrowing scheme, enables Monash staff and students to borrow from all other university libraries in the country. Monash loaned 2,418 items to students who had registered through this reciprocal borrowing arrangement.

Obtaining materials from other libraries for postgraduate students and staff

The implementation of a new automated inter-library loan and document delivery module (Clio) was completed in 2006. Users made 27,778 requests via the library catalogue in 2006 and the system was working reliably by mid-year, after initial start-up problems were dealt with.

The Document Delivery Service was reviewed by the newly appointed Document Delivery Librarian to evaluate work practices and performance in relation to the International Federation of Library Associations [IFLA] Guidelines for Best Practice in Interlibrary Loan and Document Delivery. Several changes were made to internal processing and workflows. Two key indicators of the quality of the service are:

• the turnaround time from the day a request is placed to the day an item is received by the requestor

• the fill rate, the percentage of requested items that are actually supplied to the requestor.

Both these indicators improved in 2006.

As noted in 2005, increased support to build library research collections naturally reduces the need to acquire material from other libraries. At the same time, research is increasing at Monash University and the demand remains significant. There may be a trend to a larger percentage of 'difficult' requests as the more readily available items are held by Monash University and other Australian library collections. In 2006, staffing for the area was decreased in proportion to decreasing demand.

	2005	2006	%Change
Requests received from Monash Users	32,764	27,778	-17.9%
Requests processed	25,574	29,813*	+14.2%
Items supplied to other libraries	9,205	8,459	- 8.8%

* It is likely that some requests received in 2005 were counted as processed in 2006. Other requests may have been received on paper forms because of issues in implementation of the new inter-library loan and document delivery module.

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.

Provision of study spaces which meet the differing needs of user groups for group and individual study

Hargrave-Andrew Library opening and review

The refurbished Hargrave-Andrew Library was opened on 13 February by Pro Vice-Chancellor and Deputy President of Monash, Professor Stephen Parker, with many faculty and senior Library staff in attendance. One of the features of the new space is the original John Perceval *Homage to Lawrence Hargrave* artwork, which was restored and installed on the wall in the entranceway of the library.

A review was conducted during June and July to determine the success of the application of the Library's Facilities Master Plan in the Hargrave-Andrew Library. The deans of the three faculties most closely connected with the branch, Medicine Nursing and Health Sciences, Science and Engineering, as well as the director of the Monash University Accident Research Centre, were consulted, as were heads of school, academic staff and postgraduate students, via a concise online survey. Face-to-face interviews were conducted with over 100 undergraduate students about the refurbished facility, and Library staff took part in focus group discussions.

Feedback on the refurbished library was extremely positive, with only minor adjustments to furniture and signage required. Most of those surveyed believed the Hargrave-Andrew Library to be easily navigable and user-friendly, and those who had used the facility in the past found the presentation of the library and its resources to be vastly improved by the refurbishment.

Feedback gained as part of this survey will be used to fine-tune the Library's Facilities Master Plan when considered together with the results of a similar survey conducted in August in the Berwick Library and Learning Commons, the second library branch to be refurbished using the Facilities Master Plan framework and principles.

Artwork in the Library

An important component of the Facilities Master Plan is an objective to feature art, as a result of which the Monash University Museum of Art provides works of art to a number of the branch libraries. The Hargrave-Andrew Library displays a number of key pieces of art that support and complement the geometry and colour of the building and the disciplines studied by its users. Works of art from the Museum's collection are on display at the Berwick Library and Learning Commons and student artwork is provided on a rotating basis at the Caulfield Library.

Berwick Library and Learning Commons

Berwick Library and Learning Commons opening and review

The first of its kind on a Monash campus, the Berwick Library and Learning Commons combines library services and information technology services and resources with a contemporary, user-friendly learning and teaching environment. Information on loans, resources, services and technology is provided by a combined library and information technology services learning commons team, including specialist staff. During busy periods 'roaming' helpers assist users at computer terminals and in study areas. 68 computers are available, including 54 for general use and 10 for training purposes, a self loans unit and 5 'express' computers for quick searches to locate items in the catalogue. There are also two new high volume black and white printers and a colour printer and scanner. An adaptive technology room has been well equipped for users with disabilities, and a group discussion room is available. New modern furniture, a bright, open plan layout, improved signage and wireless access are included in the facility, which is designed in accordance with the Library's Facilities Master Plan.

The Library and Information Technology Services (ITS) undertook a survey mid year to determine students' experiences and perceptions of the new Library and Learning Commons. A total of 257 surveys were completed, with 85% of respondents indicating that the integration of the ITS computer laboratories with the library was an improvement. The survey provided insight into user perceptions on roaming help, the combined information desk and computer and printing facilities.

Sir Louis Matheson Library

Funding delays have seen the planned commencement of design and construction of refurbishment works moved to 2007. The Library has worked throughout 2006 preparing the collection for reorganisation when construction begins.

Pharmacy Library

Planning and design works continued for refurbishment of the Pharmacy Library. Planning for the move of the library to a temporary space for the duration of 2007 also occurred.

Improving the student computing environment

The student computing environment was improved by replacing all monitors with flat screen monitors and installing flatbed scanners which were requested by the Monash Postgraduate Association. An extra 55 computers were installed at the Caulfield Library with another 240 new computers added across the other library branches. The self loans machines were replaced at Caulfield and Hargrave-Andrew Libraries and new self loans machines were installed at the Berwick Library and Learning Commons, the Pharmacy Library and the Sir Louis Matheson Library.

Provision of reliable high quality physical libraries, technology and workstations

A standard computer environment and photocopy system for Gippsland campus

The Gippsland Library computing environment changed late in 2006 to the standard operating environment, including printing and photocopying. The existing copy card system in use at Gippsland Library was replaced by the system in use at other branch libraries, which is now used by all photocopiers on Gippsland campus including the photocopier at campus reception and in the Gippsland Centre for Art and Design. Under the new system, credit is loaded onto a Monash student identification card or photocopy card at the card cashier machine. This system is used for printing in all library branches in Victoria, and credits can be used at any campus.

Provision of a secure and safe environment

University Security is in the process of upgrading security services across all campuses and the Library is working closely with project staff to exploit the wider services that will be offered. As opportunities arise, shelving and furniture layouts are being changed to open up areas to provide a safer and more secure environment. Planning has also commenced to provide security training for Library Attendants.

Provision of facilities for people with special needs

Adaptive Technology Rooms are now operational in seven library branches including Berwick. Computers, scanners, printers and software have been upgraded and replaced in all of the Adaptive Technology Rooms.

Services provided by the Library for students with disabilities include retrieval of books from the collections, arranging intercampus and inter-library loans, and personal assistance with use of adaptive technology equipment. Resting Room services provided in the Sir Louis Matheson Library received a boost with new furniture and redecoration.

Provision of responsive hours of opening

A review of opening hours at all branches resulted in a number of minor changes and a small increase in hours overall. The changes were designed to better meet users' needs, improve the Library service offer and assist communication by reducing variation in opening hours across the University. The 2005 Library user survey, student submissions and usage surveys conducted at the Caulfield and Pharmacy Libraries informed the review.

Following trials in 2006, in 2007 the three libraries on the Clayton campus will standardise weekday opening hours all year and closing times during mid year vacation. Extended weekend opening for exam study will increase from 3 to 4 weekends.

- Caulfield Library will standardise weekday opening all year and closing in the long vacation.
- Peninsula Library will increase Sunday opening in summer semester and Sunday hours during exam periods. Reflecting changes in usage patterns from Saturdays to Sundays, the library will be closed on Saturdays during the summer semester.
- Pharmacy will open earlier during semester to accommodate increasing numbers of students attending early classes.
- Gippsland Library will standardise Sunday opening hours during weekend schools.

Evaluation in 2007 will include analysis of user survey results and door statistics.

Goal 5: **Quality Management**

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

Provision of a planning and continuing improvement framework for activities and services

AUQA

The Library participated in the Australian Universities Quality Agency (AUQA) audit with very favourable results, including a commendation.

Reviews and accreditations at overseas campuses

The library participated in the reviews of the Monash Malaysia campus and Monash South Africa. The library also assisted with the accreditation for the Monash Medical School in Malaysia.

Improved computer environment processes

The Information Systems Division undertook a lease balancing project to ensure that the turnover of leased computers throughout a three year period is undertaken in manageable groups. As part of this project, computers and printers were reviewed and consolidated where possible. The Library's Information Technology help desk assisted with 2,046 calls for help.

Occupational Health and Safety and Environment (OHSE) restructure

A more focussed OHSE organisational structure was implemented within the Library to provide consistency in the OHSE network across the branches, improve communications and comply with the university's OHSE requirements. Quarterly meetings were established with attendance by OHSE representatives and Safety Officers from each division and branch library.

Copyright Agency Limited (CAL) audit

A copyright sampling survey, conducted by CAL, was conducted at Monash University between December 2005 and March 2006. The survey involved 54 Monash departments, schools and centres randomly selected by CAL. All selected areas were required to record photocopies made of hard copy material during the survey period. The Library also recorded electronic use of copyright material through its Readings and Reserve and Digitisation areas. After the successful conclusion of the survey, Monash staff were praised by the auditors for their co-operation. The data from the survey is used by CAL to calculate the distribution of royalties to different authors and publishers for use of copyright material.

Provision of an energised, innovative work environment

Library staff survey

A survey was conducted by an external provider in August 2006, giving Library staff on all Australian campuses the opportunity to provide feedback on issues relating to their experience of working for the Library. The survey also enabled Library management to assess whether the improvement strategies based on the 2003 survey had been effective. Both the response rate and overall satisfaction were extremely good, with a total of 72.3% of staff participating in the survey and an overall satisfaction rating of 72.74%, showing a 4.3% increase in satisfaction since the 2003 survey. A notable improvement was the significant (12.4%) increase in the importance placed by staff on satisfying the Library's clients. These results put the Library into the top 1% of the consultant's database with regard to staff satisfaction with their work environment. The areas of communication, conflict management, giving and receiving feedback and identifying the Library's values and associated behaviours will be part of a suite of training programs offered to all managers and supervisors throughout 2007 in response to the staff survey.

Management of resources in a cost-effective manner

During 2006 the Library continued to pursue efficiencies in resource management and adopted financial strategies to protect the purchasing power of available resources. In addition, faced with a challenging budget year in 2007, the Library has implemented processes to deliver productivity gains and reduce overall expenditure.

Managing financial risk

In collaboration with the University's Corporate Finance Division, the Library has established a program of purchasing US Dollars to provide a degree of protection against significant declines in the value of the Australian Dollar. Existing US currency reserves held by the Library provide insurance against any unexpected significant drops in the spot rate. Current holdings are adequate to cover the majority of US dollar purchases over the coming year.

Continuing to improve Library marketing and communications programs

Communications framework revisited

The communications operational plan was reviewed and revised to provide direction for the next 12–18 months. The plan builds on the communications program that has been running in the Library over the past three years and identifies strategies to ensure that a measurable impact can be made on clients' experience of the library and to harness staff as part of the communication effort to our clients.

More effective communication with students

A 'Service News' section has been established on the home page of the my.monash student portal to provide students with vital information regarding changes to or the introduction of Library services. Services News is also available as an RSS feed. The section was established as a result of collaboration between Information Technology Services (ITS), the Library, the Centre for the Advancement of Learning and Teaching (CALT) and Student, Community and Shared Services Division (SCSD).

Provision of an effective staff performance and development program

Identifying staff development needs

The Library identifies staff development needs and formulates training priorities based on the University's performance management scheme. $100,000 was spent in this area in 2006.

By year's end:

- Over 800 courses had been attended by staff of all levels, including internal training, courses delivered by Monash's Staff Development Unit, and external courses.
- 94 conference attendances were made by staff.
- 14 staff were granted study leave to attend tertiary courses.

Library alignment with University HR

The introduction of the new University Enterprise Agreement was an opportunity for the Library's Human Resources policy manual to be updated. The Human Resources policy manual was rewritten to reflect University policy and procedures and the new guidelines will be available in 2007.

The Library was in the top three for Employee Self Service (ESS) users across the University, with over 92% of transactions processed through ESS rather than the traditional paper based forms. ESS allows staff to process leave, view their electronic payslip and keep personal address and bank details up to date.

Recruiting new staff

A total of 43 positions were advertised in 2006 with over 1,183 applications processed.

A total of 324 casual contracts were raised for the year to meet peak demands in the various libraries and administrative areas.

Reviewing classification levels

The ongoing task of reviewing classification levels of Library positions resulted in 15 positions being reviewed in the course of 2006. The 15 reviews consisted of 6 reviews of vacant positions and 9 reviews of occupied positions. Reclassification occurred in 7 cases.

Law Library, Clayton campus

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.

Supporting 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 is one of the more complicated challenges for the Library, due to scattered and ever-increasing numbers of clinical placement locations. Increased student numbers and the clinical placement requirements of new courses such as Physiotherapy, Occupational Therapy and Monash Medical School Malaysia contributed to growth and complexity in 2006.

The Library continued to acquire books and some print journals to support Monash students at teaching hospitals throughout Victoria, while the range of electronic resources, including e-books, continued to grow. The total number of titles purchased for hospitals in 2006 was 1,380. Electronic information is available to staff and students at all locations, including overseas campuses and clinical schools. The Library provides funding for library services in all of the faculty's major teaching hospitals, including:

- The Alfred Hospital

- Monash Medical Centre

- Box Hill Hospital

- Latrobe Regional Hospital.

A range of other services are also offered to support hospitals and students. In 2006 these included:

- The Hargrave-Andrew Library processed over 1,000 items no longer required by hospitals; 700 last copies were retained and the remaining multiple copies discarded.

- For the first time, third year MBBS Evidence Based Medicine tutorials for Monash Medical Centre groups were held at the Hargrave-Andrew Library in the refurbished training spaces.

- Off-campus library services to third and fourth year students in country hospitals were offered as a permanent service.

- The Library-initiated consultant's report for the Faculty made recommendations on providing library services for Monash University Malaysia Medical School, and this was used to inform library services for students relocating to the clinical school in Johor Bahru in 2007.

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 a year. Library staff have also been members of the Infrastructure and Information Technology Working Groups planning for the graduate medical course in Gippsland. An initial information meeting of Gippsland hospital librarians with the Director Gippsland Regional Clinical School and a medical subject librarian from Clayton was also convened. Librarians for 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.

Innovative partnership with Bethlehem Hospital

The Library's External Client Services department entered into a partnership with Calvary Health Care Bethlehem providing the hospital with access to searches, articles and books from Monash University Library for a monthly fee. Under the scheme hospital staff can request literature searches, ask for reference help, check Monash's catalogue online and request document delivery services.

Supporting overseas campuses and partnerships

Combined library and learning commons facilities in Malaysia and South Africa

Monash University Library in Australia continued to provide advice and assistance with the selection and training of staff and provision of information resources to Monash Malaysia and South African campuses. The Director, Information Systems and the Library Planning Executive visited Monash South Africa to assist with Library staff selection, planning for the opening of the new Library and Learning Commons in 2007, and to report on the implementation of outcomes from the review of Monash South Africa Library services undertaken in 2005.

The Director, Information Systems visited Monash Malaysia to assist with staff selection, both for Sunway campus and for Johor Bahru. The Library welcomed Jefrina Jamaluddin, Client Services Librarian at Monash Malaysia, for a two week visit in September to familiarise herself with the library's offerings and resources in Victoria, to assess how relevant resources can be incorporated into the Library's offerings in Malaysia and to meet with Directors to discuss the implementation of the learning commons. Monash Malaysia Library also planned and started the implementation of its own version of the Library's integrated library management system.

Sarah Kiribrige, Campus Librarian, in front of the new Monash South Africa Library building in October

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

The Library's External Client Services department provides tailored library skills classes and support to over 3,000 students enrolled each year in specialist courses at Monash College. These students generally have limited English skills and little experience in research methods, and have benefited from sessions developed specifically to meet their needs.

After investigating patterns of use of the Library by Monash College Diploma students in 2005, it was agreed that External Client Services would begin providing library skills classes to students commencing the Diploma course in 2006. In the past these students had been expected to enrol in standard library classes provided for undergraduates, but as they generally did not attend this resulted in a heavier load upon library service points. The Library now provides classes in Monash College computer laboratories as part of student orientation, lessening the impact of these students on library teaching resources at the Sir Louis Matheson Library.

In total, External Client Services provided 116 classes to Monash College Diploma, Bridging and Introductory Academic Program students during 2006, plus various tours and extra support to teachers and small groups from Monash Academy. This figure shows an increase of 34 classes over the previous year.

Jefrina Jamaluddin, Client Services Librarian at Monash Malaysia, visited the Matheson Library in September

Supporting alumni access to Monash resources

The Library is continually reassessing our offer to Monash alumni with a view to increasing access to material, including building the range of database access available to alumni. The Library now offers a range of resources, both print and electronic, including large electronic databases such as Expanded Academic and Proquest.

At the beginning of 2006, a decision was approved to vary membership fees for alumni. The Library now has a two-tier membership which allows for borrowing only rights, or access to both borrowing and a range of electronic resources for a higher fee. The Library provided 486 alumni memberships in 2006, a figure similar to the total for 2005. Borrowing only memberships totalled 273, while 213 new members opted for the higher tier of membership which includes access to selected electronic databases.

Appendices

Appendix 1: **Statistics**

1. Library Collections (Volumes)

1a. Physical collections

Library	Monographs eg. books, videos	Serials eg. journals, newspapers	Microforms eg. microfilm, microfiche	Non-book eg. CD-ROMs, maps, sheet music	2006 total	2005 total	% change
Sir Louis Matheson Library (inc. Rare Books)	1,128,047	167,090	330,318	25,329	1,650,784	1,646,026	0.3%
Hargrave-Andrew Library	207,772	183,753	15,082	8,679	415,286	418,659	-0.8%
Law Library	64,158	87,234	8,878	567	160,837	157,488	2.1%
Caulfield Library	244,396	62,601	3,586	32,218	342,801	344,808	-0.6%
Peninsula Library	180,006	28,043	1,843	2,881	212,773	211,408	0.6%
Berwick Library and Learning Commons	19,606	540	24	1,498	21,668	19,078	13.6%
Gippsland Library	144,455	36,211	5,820	56,999	243,485	243,135	0.1%
CL Butchers Pharmacy Library*	15,908	2,176	642	273	18,999	27,060	-29.8%
Offsite Store	24,299	4,840	–	–	29 139	N/A	N/A
Total	2 028,647	572,488	366,192	128,444	3,095,771	3,067,662	0.9%

* CL Butchers Pharmacy Library undertook a major program of moving titles to the offsite store in preparation for the refurbishment of the library building in 2007.

1b. Electronic collections

	2006	2005	% change
Electronic monographs	243,838	98,457	147.7%
Electronic serials accessible through the catalogue	33,991	26,853	26.6%
Electronic serials - as determined using the CAUL deemed list guidelines	N/A*	74,977	N/A%
Internet databases	798	752	6.1%

* 2006 figure not available at the time this report went to press

2. Loans and borrowing activity

2a. Total loans and renewals

	2006	2005	% change
Loans	1,035,593	1,039,973	-0.4%
Renewals	652,607	660,416	-1.2%
Total	1,688,200	1,700,389	-0.7%

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

	2006	2005	% change
Holds received (not including items found on local shelves)	148,994	127,727	16.6%
Holds collected	96,560	77,961	23.9%

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

	2006	2005	% change
Requests received from Monash staff and postgraduate students	27,778	32,764	-15.2%
Requests processed and items delivered to Monash staff and postgraduate students	29,813	25,574	16.6%
Items supplied to other libraries	8,459	9,205	-8.1%

3. Serving library users

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

	2006	2005	% change
Sessions	1,269	1,207	5.1%
Participants	21,298	20,722	2.8%
Staff contact hours	1,759	1,546	13.8%

3b. Enquiries

	2006	2005	% change
In person (Reference enquiries only)	92,692	82,071	12.9%
By telephone	17,551	15,164	15.7%
By ask.Monash (email)*	6,286	7,167	-12.3%
Live Help (Online Chat)	1,567	1,469	6.7%
Off Campus Support*	8,891	13,239	-32.8%
Total	126,987	119,110	6.6%

*Ask.Monash introduced in 2006. Service offering and data collection processes changed, including the integration of email help, feedback and off campus support, impacting on reported results.

3c. Door count

	2006	2005	% change
Total	3,465,626	3,345,532	3.6%

3d. Online services and resources activity

	2006	2005	% change
Individual access to Library supplied databases*	2,494,505**	1,615,673**	54.4%
Downloads of past exam papers	757,288	966,304	-21.6%
Downloads of library digitised items	3,576,425	3,139,712	13.9%
Audio streams accessed from web pages	750,624	625,281	20%

* Does not include complete set of electronic resources. ** Statistics cover Jan – May only

Appendix 2: Key Performance Indicators

Service Level Agreement with Faculties Key Performance Indicators 2006		
Service: No. 1 – Information resources: access and delivery		
Service description: Access to materials and resources		
Key Performance Indicator	**Result**	**Comments**
Library open 100% of advertised opening hours	All libraries were open 100% of advertised opening hours during 2006 with the exception of short-term closures due to external circumstances, mostly to do with power loss (see Comments).	Reported on quarterly Unplanned closures: • Berwick (2hrs on 23 Jan, 2hrs 4 July, 1.5hrs 12 July), • Caulfield (0.5hrs 3 Jan, 1.5hrs 13 Apr, 1hr 2 Sep), Gippsland (0.25hrs 20 March, 0.5hrs 17 June, 0.25hrs 11 Dec, 1.25hrs 14 Dec), • Hargrave-Andrew (none), • Law (2.25hrs 4 Dec), Matheson (3.25hrs 4 Dec), Matheson Annexe (3hrs 16 May, 3hrs 16 Sep), Peninsula (none), • Pharmacy (none).
90% of items returned from loan reshelved within 24 hours Monday to Friday	This KPI was more than adequately fulfilled: close to 100% 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)	Measured quarterly • January-March 98.21%; • April-June 99.56%; • July-September 98%; • October-December 99 %.
85% of students agree that library services are readily accessible	Table 8 of Monash Experience Questionnaire 2005 shows a 4.02 mean result in response to the question: 'The library services are readily accessible'. Responses indicated 94.4% agreement with the question. The result is an improvement of 0.13 on MEQ 2003 mean result of 3.89	The Library's 2005 score achieved the top rating for Student Support/Resources (Table 33). MEQ is conducted biennially
The Library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes	The Library catalogue was available close to 100% of library core service hours, based on 50 weeks of the year (see Comments for specific results)	Reported on quarterly • January-March 98.9%; • April-June 100%; • July-September 98.6%; • October-December 100%.

Service: No. 2 – Information resources: collection management

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

Key Performance Indicator	Result	Comments
95% of items requested within budget are ordered by 31 October	98.37% of items requested within budget had been ordered as at 31 October	Measured against 31October target for each year
95% of web links in the library catalogue are accurate	Close to 100% of web links in the library catalogue were accurate in 2006 sampling (see Comments for specific results)	Measured quarterly • Jan-Mar 99.1%; • Apr-Jun 99.1 %; • Jul-Sep 98.7 %; • Oct-Dec 98.7%
85% of students agree that library resources are appropriate for their needs	Monash Experience Questionnaire 2005 results, University Summary, Table 2, indicate a mean result of 3.90 in response to the question:' The library resources are appropriate for my needs'. Responses indicated 92.8% broad agreement with the question. The result is an improvement of 0.18 on MEQ 2003 mean result of 3.72	The Library's 2005 score achieved the second top rating for Student Support/ Resources (Table 33). MEQ is conducted biennially

Service: No. 3 – Information services

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

Key Performance Indicator	Result	Comments
75% of library users satisfied with the quality of library service	74% of library users satisfied with the quality of library service	Customer survey conducted biennially by Australian university libraries by Rodksi. Monash University Library's most recent survey was in May 2005

Service: No. 4 – Physical environment

Service description: Study and work environment

Key Performance Indicator	Result	Comments
75% of library users satisfied with library facilities and equipment	64% of library users satisfied with library facilities and equipment	Customer survey conducted biennially by Australian university libraries by Rodksi. Monash University Library's most recent survey was in May 2005
70:1 ratio of on-campus students (EFTSU) to workstations	35 :1 ratio of on-campus students (EFTSU – 2006) to workstations*	On-campus students (EFTSU) per workstation; measured annually. *Due to collaborative arrangements with Information Technology Services (ITS), the Library and Learning Commons have a mixture of computers funded by the Library and ITS that are counted as part of the ratio.

Service: No. 5 – Flexible library services

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

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

Service: No. 6 – Document delivery services

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

Key Performance Indicator	Result	Comments
95% of requests dispatched to first potential supplier within one working day of receipt	Between 95% and 100% of requests were dispatched to the first potential supplier within one working day of receipt (see comments for specific results)	Sampling reported on quarterly • Jan-Mar 95%; • Apr-Jun 95%; • Jul-Sep 97%; • Oct-Dec 100%.
95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt	Between 95% and 98% of requested material was forwarded to postgraduate students within one working day of receipt	Sampling reported on quarterly • Jan-Mar 95%; • Apr-Jun 95%; • Jul-Sep 97%; • Oct-Dec 100%.

Service: No. 7 – Partnerships

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

Key Performance Indicator	Result	Comments
Service level agreements negotiated with partner institutions	No new service level agreements were negotiated in 2006	Reported on biannually

Appendix 3: Selected publications, presentations and memberships

Publications

[Bernath, V.], Wright, S., K. Williamson, et al. (2006). 'The information literacy needs and practices of research students in the digital age'. *Research Applications in Information and Library Studies Seminar (RAILS 2)*, National Library of Australia, Canberra 16-17 September 2005. Centre for Information Studies, Charles Sturt University, Wagga Wagga, NSW.
www.csu.edu.au/faculty/educat/sis/CIS/epubs/RAILS2/RAILS2_Info_literacy.pdf

Bernath, V. and J. Jenkin (2006). 'Evaluation in curriculum design: an Australian example using a Canadian questionnaire' in Orr, D., Nouwens, F., Macpherson, C., Harreveld, R. E., and P. A. Danaher. (eds). *Lifelong Learning: partners, pathways, and pedagogies*: keynote and refereed papers from the 4th International Lifelong Learning Conference, Yeppoon, Central Queensland, Australia, 13-16 June 2006. Rockhampton, Qld: Central Queensland University.
http://library-resources.cqu.edu.au:8888/access/detail.php?pid=cqu:41

Bernath, V. 'Subject librarians: engaging with the learning and teaching environment'. *Library Management* 2008 vol. 28 no. 3.

Clark, Laurel, 'Le Bailliere des antipodes' in *J.-B. Baillière et fils, éditeurs de medicine : actes du colloque international de Paris, 29 janvier 2005* / édités par Danielle Gourevitch et Jean-François Vincent. Paris Bibliothèque interuniversitaire de médecine et d'odontologie: de Boccard, 2006.

Clark, Laurel, 'Margareta Webber's Bookshop', in *Paper empires: a history of the book in Australia 1946-2005* edited by C. Munro and R. Sheahan. St Lucia, Qld: University of Queensland Press, 2006.

Harboe-Ree, C. 'Joint NHMRC/AVCC *Australian Code for the Responsible Conduct of Research:* Response from the Council of Australian University Librarians (CAUL).' April 2006.

Harboe-Ree, C. 'The role of National and State libraries', in *Paper empires: a history of the book in Australia 1946-2005* edited by C. Munro and R. Sheahan. St Lucia, Qld: University of Queensland Press, 2006. p378-381.

Scott-Maxwell, A. 'Local cooperative programs: the example of 'Asian Libraries in Melbourne", *At the crossroads, challenges for greater regional cooperation : proceedings of the 13th General Conference of the Congress of Southeast Asian Librarians (CONSAL),* 27-30 March 2006, Manila (Philippines), CONSAL. (CD-ROM).

Presentations

Harboe-Ree, C. *eResearch Coordinating Committee report to CAUL.* Presentation to the Council of Australian University Librarians (CAUL), Canberra, April 2006.

Harboe-Ree, C. *ARROW progress report to CAUL.* Presentation to CAUL, Canberra, April 2006.

Harboe-Ree, C. and D. Groenewegen. *ARROW project.* Presentation to CAUL Bibliometrics Workshop, Sydney, May 2006.

Harboe-Ree, C. *Data, metadata, terabytes, petabytes, versions, access, dissemination, manipulation, visualisation, super computing and the whole damn thing!* Presentation to the Australian Vice-Chancellors' Committee Library Conference, Adelaide, June 2006.

Harboe-Ree, C. *eResearch, repositories, the RQF and libraries.* Presentation to the Australian Vice Chancellors' Committee (AVCC) Deputy and Pro-Vice Chancellors (Research) Committee, Wollongong, July 2006.

Huggard, S. and Azzaro, S. *Voyager ILL.* Presentation to the Australia and New Zealand Regional Enduser Group (ANZREG), February 2006.

Macmillan, W. *Research collection adequacy.* CAUL 'Hot Topic' presentation, September 2006.

Sabto, M. R*e-invention of university presses in the digital world – or is it something completely different?* Presentation to the International Learned Journals Seminar: The New Publishers, London, March 2006.

External committee and group membership:

Cathrine Harboe-Ree	• Chair, Australian Research Repositories Online to the World (ARROW) Management Committee
	• CAUL representative, eResearch Coordinating Committee
	• Member, Council of Australian University Librarians (CAUL) Executive
	• Chair, Research Quality Framework (RQF) Development Advisory Group IT Working Group
	• Member, Planning Committee for the Memories, Communities, Technologies Conference
	• Member, Steering Committee for the Educause Australasia 2007 Conference
	• Faculty member, CAUDIT-Educause Institute
	• Convenor, CAUL eResearch working group
Lisa Smith	• Member, Organising Committee for the 2006 Australian and New Zealand Law Librarians Joint Conference (Program Committee)
	• Member, Australian Law Librarians Association (Vic division) Committee (responsibility for publisher liaison)
Andrew Harrison	• Chair, ARROW Repository Managers Group
Sue Little	• Convenor, Australian Library and Information Association (ALIA) expert group on government publications
Simon Huggard	• President (May-Dec) and Vice-President (Jan-May), EndUser group (Endeavor automated systems user group)
Sue Clarke	• Member, Australian Research Libraries Acquisitions Consortium (ARLAC)
	• Member, Program Committee and Information Management Expert Panel for the Educause Australasia 2007 Conference
	• Member, Nereus Steering Committee
	• Member, Australian Research Libraries in Melbourne (ARLIM)
Janette Burke	• Member, Australian Academic and Research Library Network (AARLIN) Management Committee
Ian Wilson	• Board Member, Cooperative Action by Victorian Academic Libraries (CAVAL)
Robert Stafford	• Member, CAVAL Archive and Research Materials (CARM) Centre Advisory Committee
Vivienne Bernath	• Member, CAVAL Reference Interest Group (CRIG)
Ian McGregor	• Member, CAVAL Reciprocal Borrowing Executive
Ross Harrison	• Member, CAVAL Risk Management Group
Judy Boyle	• Member, CAVAL Digital Resources Advisory Group
Siaw Wan Chong	• Member, AARLIN Quality Team
Christine Maher	• Member, CAUL Datasets Coordinators
Angela Lang	• Member, CAVAL Staff Development Coordinators Group.

Appendix 4: **Library committees**

General Library Committee

General Library Committee met four times in 2006. 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.

The Committee began the year with a new Chair – Professor John Sheridan, Deputy Dean of Engineering. Presentations featured in the meetings included the ARROW repository and its role in supporting the Mock RQF at Monash, Copyright and Monash, and best practice in Information Literacy.

General Library Committee membership 2006

Professor John Sheridan – Chair appointed by Academic Board

Professor Stephen Parker – Vice-Chancellor's nominee

Mr George Ou – Vice-President (Finance) nominee

Associate Professor Sally Joy – Academic Board representative

Professor Homer Le Grand – Committee of Deans 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 Clive Probyn – Faculty of Arts

Professor Tony Dingle – Faculty of Business and Economics

Professor Dennis Moore – Faculty of Education

Associate Professor Wayne Cook – Faculty of Engineering

Dr Kevin Korb – Faculty of Information Technology

Associate Professor Bernadette McSherry – Faculty of Law

Associate Professor Ramesh Rajan – Faculty of Medicine, Nursing & Health Sciences

Dr Karen Kerr – Faculty of Pharmacy

Dr Dennis O'Dowd – Faculty of Science

Mr Leslie Whiteley – Monash Postgraduate Association

Mr Chris Holmes – Monash Student Association

Mr Chris McBride – Monash Student Association

Mr Nick Reynolds – MONSU Caulfield

Ms Cathrine Harboe-Ree – University Librarian: ex officio

Ms Janette Burke – Director, Information Systems: ex officio

Ms Sue Clarke – Director, Information Resources: ex officio (from September 2006)

Ms Christine Cooze – Director, Client Services, Humanities and Social Sciences: ex officio

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

Mr Ian Wilson – Director, Corporate Services: ex officio

Ms Jill Wilson – Director, Information Resources: ex officio (until June 2006)

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. 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.

2006 meeting dates

28 February

13 June

13 September

30 November

Advisory committee members

Executive Chair: Graeme Davison, Professor, School of Historical Studies, Faculty of Arts, Monash University

Chair: Maxwell King, Director of the Monash Research Graduate School, Deputy Dean and Senior Associate Dean of the Faculty of Business and Economics, Monash University

Chris Browne, Professor, Faculty of Medicine, Nursing and Health Sciences, Monash University

Bernadette McSherry, Professor and Associate Dean of Research, Faculty of Law, Monash University

Tim Winkler, Director, University Marketing, Monash University

Ilana Snyder, Associate Professor, Faculty of Education, Monash University

Andrew Treloar, Project Manager, Strategic Information Initiatives, Information Technology Services, Monash University

Michele Sabto, Manager, Monash University ePress

Cathrine Harboe-Ree, University Librarian, Monash University

Sue Clarke, Director, Information Resources Division, Monash University Library

Jo Bramble, Bramble Marketing and Communications

Paul Mercieca, Lecturer, RMIT School of Business Information Technology, RMIT.

Appendix 5: **Selected new Library resources**

Major electronic backfiles purchased included:

Additional Elsevier backfiles

Wiley journal backfiles

Wiley Interscience journal backfiles

Blackwell Publishing journal backfiles

JSTOR Biological Sciences collection

Substantial new electronic resources made accessible in 2006 included:

Testaments to the Holocaust

The Middle East Online, Series 1-2

Conditions and Politics in Occupied Western Europe, 1940-45

Eighteenth century journals

House of Commons Parliamentary Papers – 19th century

Dragonsource – Chinese language journals and magazines

Sport Discus Full Text

SA Media: South African Newspaper Clippings

SAPA: News reports from the South African Press Association

Proquest ANZ Newsstand

World Scientific Publishing ejournals

Material ConneXion

Alexander Street Press Music Databases

Global Market Information database

Justis – UK and Irish case law

Lawlex – Australian legislation

Ei Patents on Engineering Village

Datastream – securities industry database

New e-book collections included:

New Reference works from: Elsevier, Wiley, Gale and Oxford

CRC Press eBooks

MyiLibrary

Ebook Library (EBL)

Making of the Modern World – The Goldsmiths'-Kress Library of Economic Literature 1450-1850

Bentham Science Journals

Major research resources on microfilm included:

Eighteenth century journals from the Hope Collection at the Bodleian Library, Oxford

Women advising women. Part 6, Household management, domestic economy, c1600-1800

Foreign Office files for Japan and the Far East. Series one, Embassy and consular archives – Japan 1905-1940

The Muslim world: including the Searight collection of drawings and prints, and material from the Drawings [Designs], Prints and Drawings department and the National Art Library at the Victorian and Albert Museum

Colonial discourses. Series two, Imperial adventurers and explorers. Part 1, the papers of Sir Richard Burton, and part 2. the papers of James Augustus Grant and John Hanning Speke

Print publications included:

Enterprise, discoveries and adventures in Australia/ by G. Windsor Earl [1846?]

A demonstration of the Messias…. / Richard Kidder 2nd ed. [1726]

A collection of Japanese crepe-paper books from the 1890s

German atrocities / Norman Lindsay. (Series of propaganda cartoons) [1918].