UWS LIBRARY’S VISION

We are an innovative, contemporary library integral to the endeavours of the UWS community

PURPOSE

The Library brings high quality scholarly information resources and services relevant to the UWS community

VALUES

The Library acknowledges and is committed to the values of UWS. In demonstrating this commitment we ensure that:

- Our clients are at the core of all we do
- We distinguish ourselves through service excellence that recognises our clients’ needs and diversity
- Our staff are a valued resource
- Together, we pride ourselves on our ability to accept challenges and deliver results that enhance quality of service


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University Librarian’s Report

UWS Library entered its third cycle of triennial planning at the commencement of 2007, building on successful plans for the periods 2001 – 2003 and 2004 - 2006. Three clear areas of focus for the current triennium emerged - Access, Research Support and Service.

Clients continue to express satisfaction with the library. The independently administered survey administered by tertiary libraries across Australia and New Zealand saw UWS library performing well within the top quartile of participating libraries, with an average satisfaction score of 79.4%. Results are well above the sector median across all areas, with “Virtual Library” and “Library Staff” representing the highest performing categories.

The expertise of our staff and their innovative use of technologies was again acknowledged during 2007 through presentations at major professional conferences; UWS library was approached by major publisher Reed Elsevier to join its ScienceDirect Development Partner programme; together with invitations to serve on the Advisory Boards of two major eResource providers.

The Australian Universities Quality Agency (AUQA) further acknowledged the library’s exemplary use of benchmarking for monitoring the quality of its service through inviting the library to prepare a submission for the AUQA Good Practice Database.

During the year several improvements have been made to facilitate seamless access to resources and services. The library website was redesigned to improve navigation; and enhanced library catalogue search features have been implemented.

In order to provide high quality scholarly information resources and services in support of UWS research endeavours our foundation Research Services Librarian was appointed in 2007. The UWS Research repository was developed and currently holds 1512 research outputs (those originally destined for the RQF).

A review of the current usage of the library’s electronic resources in teaching across all Schools and incorporation of scholarly information sources in the University’s Learning Management System was undertaken. As a result programs have been developed to address under utilisation amongst the academic community of the library’s collections and services.

Campbelltown Library refurbishment was completed in time for the commencement of the Autumn Semester. Planning began for a new Library in Penrith and a major refurbishment is planned for Parramatta during 2009.

This report briefly outlines some of the achievements of 2007. I would like to acknowledge the support provided by the University and thank all staff for their commitment in ensuring that our clients remain at the core of all we do.

Liz Curach
University Librarian
UWS Library Strategic Initiatives 2007 – 2009

UWS Library entered its third cycle of triennial planning at the commencement of 2007, building on successful plans for the periods 2001 – 2003 and 2004 - 2006. Following a widely consultative process across all areas of library operations, and reflecting the wider UWS Making the Difference Strategy 2007 – 2009, three clear areas of focus for the current triennium emerged:

Access – the provision of exemplary library experiences through the facilitation of seamless access to its resources and services

Research Support – the provision of high quality information resources and services in support of UWS research endeavours

Service – the provision of resources and services to the UWS academic community, fostering and contributing to a superior learning experience

Underlying major areas of focus are eleven strategic initiatives designed to respond to the dramatic changes facing libraries in the tertiary sector. Challenges include changing needs and expectations of students; rapid and continuing evolution in information and communication technologies; multi-modal course delivery; new learning environments; and the ubiquitous unstructured web. The thrust of the strategic initiatives in turn directs operational planning, targets and timeframes, underpinning day-to-day activities.

The plan does not detail all that the library does. Rather, it concentrates on those areas of critical importance upon which the library must focus its energies if it is to continue to fulfill its vital role as primary scholarly information and related services provider to the University.

To access the full version of the Library’s Strategic Initiatives 2007 – 2009, please go to our website at http://library.uws.edu.au and click on About Us > Publications.

Library Initiatives 2007 –2009

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<td>b) Facilitate development of clients’ information access, retrieval and evaluation skills</td>
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<td>c) Develop collaborative relationships with TDLU, SLU and ORS to integrate library access within teaching, learning and research initiatives</td>
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<td>d) Demonstrate leadership in the development and adoption of appropriate innovative practices in the library, information and technology sectors</td>
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<td>2. RESEARCH SUPPORT – Provide high quality scholarly information resources and services in support of UWS research endeavours.</td>
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<tr>
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<td>a) Identify, chart and respond to research needs of key academic researchers</td>
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<td>b) Develop consistent and high-quality support for all UWS research students</td>
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<td>c) Facilitate access to UWS research output through the provision of an Institutional Repository</td>
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<td>d) Ensure UWS is well placed to meet research reporting and analysis requirements, including those of the Research Quality Framework (RQF)</td>
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<td>3. SERVICE – Provide resources and services to the UWS academic community, fostering and contributing to a superior student learning experience.</td>
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<td>a) Develop and implement a comprehensive strategy to promote library resources and services to UWS academic community</td>
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<td>b) Ensure delivery of consistent and high quality services to all UWS students</td>
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<td>c) Implement measures to ensure continuous improvement in client satisfaction with library resources and services</td>
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Our People/Our Collections
Area of Focus: Access

Provide an exemplary Library experience by facilitating seamless access to resources and services.

You told us ... We Listened!

Improved access to computer and study facilities

- Major refurbishment at Campbelltown Library
- 12 additional computers provided at Parramatta
- Minor refurbishment to Parramatta library provided 182 new study spaces with the expansion of group study facilities and additional individual seating
- 9 additional computers and 30 additional study seating provided at Bankstown
- Wireless access at all campus libraries
- New Library planning for Penrith well advanced

Improved access to electronic information resources from off campus

- Library website redesigned for easier navigation
- Search Central allows clients to simultaneously search across a wide range of databases, selected web resources and the Library catalogue
- Access to e-resources via vUWS
- e-Journal portal allows clients to browse by tile, ISSN or subject.

Enhanced collection

- UWS library currently holds 870,276 print monographs, 32,269 ebooks and provides access to over 57,000 unique serial titles.
- $9.5m spent on materials during 2007
- Purchased 23,947 additional eBooks during 2007
- Purchased 43,468 additional printed books
- 1,512 research publications available from the UWS Research Repository
- Number of items which may be borrowed at any one time has been extended

Electronic Journal Collection reaches a milestone

The number of individual electronic journal titles accessible through the Library reached over 50,000 in June 2007.

The top 5 Journals based on the number of article downloads were:

1. Harvard Business Review
2. Journal of Personality & Social Psychology
3. Australian Nursing Journal
4. Nursing Standard
5. Accounting, Organisations and Society
As with most academic libraries, UWS has long provided face to face Information Literacy (IL) programmes to undergraduate students. Whilst the programme has undergone several iterations, it has not changed significantly over the past eight years.

During 2007, work began on developing a new online Information Literacy program - **Successful Searching** to be launched in first semester 2008. Amongst its many features will be several interactive components, including animated demonstrations and quizzes which will be compulsory for many students.

2008 will see the end of the face to face delivery of mass IL classes with the online modules allowing students to complete the tutorial and assessment at their own pace and convenience. The Successful Searching assessment will be administered via a series of core units across Schools, selected in collaboration with Heads of Programmes to maximise coverage of new undergraduates.

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**Information Literacy for new undergraduates**

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**“Did you mean?” - a new catalogue feature**

During 2007 the library introduced the “Did you mean?” feature in the catalogue. If a word is misspelt in a search term, the system will offer alternatives.

This function will work in both basic and advanced searches, and will identify single or multiple errors.
Area of Focus: Research Support

Provide high quality scholarly information resources and services in support of USW research endeavours.

2007 saw the appointment of the foundation Research Services Librarian (RSL) at UWS. This position was and remains central to one of the Library’s key areas of focus, in the provision of high quality scholarly information resources and services supporting UWS research endeavours.

ORS developed a list of key researchers in preparation for the now defunct Research Quality Framework (RQF), and the RSL developed research profiles for 80% of the named researchers. A programme of both group and individual training sessions on citation tracking was instigated to assist with researchers’ immediate information needs, specifically to complete the reporting requirements of the RQF. The demise of the RQF does not alter the status of these academics as key researchers and further support plans are being implemented through 2008.

The development of a support programme for all UWS research students is underway. In association with ORS, an online induction package for new research students will commence in 2008, comprising interactive learning modules and moderated online forums. This initiative will be supported by an integrated programme of discipline specific training sessions and a targeted approach to ensure individual sessions are an option for all research students.

During 2007 the Library joined the ARROW consortium in order to provide a ‘best practice’ solution for an institutional digital repository. ARROW (UWS Research Repository) houses the research output of UWS scholars, increasing the exposure of UWS research by making it available globally, free of charge.

By December 2007 over 2,000 research publications have been loaded to the repository and it is envisaged that this number will continue to increase exponentially over the coming years.

The Library’s focus on research support was recognised by UWS Research Students with nine items in the top ten performance rank and the largest number of items (4) in the top ten importance derived from the library subdomain.

<table>
<thead>
<tr>
<th>Importance Rank</th>
<th>UWS RESEARCH STUDENT SATISFACTION SURVEY</th>
<th>Performance Rank</th>
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<tbody>
<tr>
<td>2005</td>
<td>2007</td>
<td>Item</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>Accessible when I need them: Library</td>
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<tr>
<td>23</td>
<td>37</td>
<td>Library Desk Service</td>
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<tr>
<td>26</td>
<td>33</td>
<td>Information Services</td>
</tr>
<tr>
<td>40</td>
<td>51</td>
<td>Reserve Services</td>
</tr>
<tr>
<td>71</td>
<td>75</td>
<td>Provision of quiet study areas</td>
</tr>
<tr>
<td>41</td>
<td>60</td>
<td>Photocopiers and Printing</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>Assistance provided by Library staff</td>
</tr>
<tr>
<td>4</td>
<td>6</td>
<td>Intercampus book and materials delivery service</td>
</tr>
<tr>
<td>6</td>
<td>13</td>
<td>Interlibrary loan services</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>Remote access to UWS &amp; other library catalogues</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td>Electronic Access to Library Resources</td>
</tr>
</tbody>
</table>
Area of Focus: Service
Provide resources and services to the UWS academic community, fostering and contributing to a superior student learning experience.

Client Satisfaction Survey
The UWS biennial Client Survey was administered in September 2007. We thank the 5,604 respondents who took the time to complete the survey. The higher than average response rate provides a high degree of confidence in results obtained at university level. The majority of respondents (77.3%) were undergraduates, followed by postgraduates (17.1%) with staff at 5.6%.

UWS library performs well within the top quartile of participating libraries, with an average satisfaction score of 5.62 of a possible 7. Results are well above the sector median across all areas, with “Virtual Library” and “Library Staff” representing the highest performing categories.

The time series data (2001 – 2007) indicates significant improvement is evident across all categories as highlighted in the graph below.

The top five items which respondents ranked as the greatest importance to them are:
- Library staff are friendly and helpful
- Library staff treat me fairly and without discrimination
- The Library web site is easy to use
- Access to electronic resources is easily available
- Off campus access to electronic information resources & services is adequate

The top five highest performing factors are
- Library staff treat me fairly and without discrimination
- Library staff display professionalism
- Library staff are friendly and helpful
- Library staff provide clear and accurate answers to my queries
- Library staff provide quality service

The top five important areas that require improvement, according to the respondents are:
- Access to computers to support study / research
- Library collection adequacy
- Ease of access to course-specific resources
- Adequacy of quiet study facilities
- Adequacy of off campus access to electronic information resources and services
Promoting Library resources to the academic community

The Library provides access to a wealth of scholarly e-resources in support of the academic endeavours of the University, yet research undertaken during 2006/2007 revealed limited awareness of the extent of these resources amongst the UWS academic community. E-resources were being substantially underutilised and in 2007 a series of targeted, discipline specific presentations were developed and presented to the academic community showcasing the vast range of available material.

In order to best prepare this programme, our major e-resource vendors provided customised, tailored training for Liaison Librarians which focussed on database content rather than search features. Library staff then worked together to prepare a customisable presentation to promote discipline relevant e-resources. Working with senior School staff to ensure support for the programme, 26 presentations were made to over 400 academic staff across 12 Schools.

Each session was discipline specific and covered six e-resources in detail, highlighting content, Library assistance in making e-readings available via vUWS and avenues for online and face to face assistance.

The type of presentation fora varied widely from regularly scheduled school meetings through special retreats and/or planning days and even extraordinary meetings.

Further programmes for academic staff will be offered during 2008 as part of the Library’s ongoing commitment to promoting academic awareness of e-resources and services. Liaison librarians will continue to showcase e-resources at School meetings and invitations will be extended to new and continuing academic staff for sessions within the library.

Information Central

Information Central, the library’s centralised contact point for all incoming telephone calls, virtual reference and email enquires responded to 21,868 enquiries during 2007. The majority of enquiries were by phone (85%) with the remaining 15% split between Contact Us, Online Librarian and Courtesy Notices enquires.

The centralised service has enabled the library to provide consistent, timely and sophisticated information service in response to clients queries and feedback. Any trends in client concerns or system problems can be identified quickly allowing the library to take action in an even more timely manner than previously.

The converged phone, email and virtual reference services provides the library with a rich repository of management data. Analysis of the type of queries, time data etc allowed the library to make informed decisions. As a result of client inquires and feedback some procedures have been fine tuned, some web pages amended, the OPAC updated and publications revised.

Despite the rostering of knowledgeable and approachable staff in our libraries, it is not unusual for students to log into Online Librarian or post an email enquiry from the library floor. Information Central has clearly struck a cord with our clients. It allows them to choose which method of interaction is best suited to their information and learning needs.
Major refurbishment of Campbelltown Campus Library

In late November 2006, work commenced on refurbishing the Campbelltown library—in part to accommodate the new medical collection and support the Medical School. Library staff were temporarily relocated to an adjacent area to ensure continuity of services and to enable builders to create a state of the art library. Due to the goodwill of staff and building contractors, library services were available throughout the refurbishment and the building was completed in time for the commencement of Autumn Semester.

Brewster Hjorth Architects, the successful tending architectural design company, worked closely with a Library and Capital Works & Facilities project team to plan the client and technology focused refurbishment.

Highlights of the refurbishment:

- Number of PCs increased from 51 to 91
- Group study rooms increased from 10 to 23
- Open study table seating increased from 8 to 186
- Lounge seating increased from 8 to 30
- Larger training room
- Entry lobby and service desk redesigned to better serve over 260,000 clients entering the library each year

Library Depot on Hawkesbury Campus

To free up much needed space for new resources some 28,000 volumes of low use material was transferred to the newly fitted out Library Depot on Hawkesbury Campus.

The materials that were transferred to the store had not been borrowed since 2000, but remains ‘on call’ through standard requesting means.

Parramatta Library remediation

A major refurbishment is planned for Parramatta library during 2009. However, to alleviate crowding issues in the meantime, a minor refurbishment provided 182 new study spaces with the expansion of group study facilities and additional individual seating and 12 additional computers.
New Penrith Library

A new campus library, surpassing any of our current facilities is planned for the Penrith campus. Planning for the long awaited development commenced during November 2007 following the appointment of award winning architects Francis-Jones Moreham Thorpe (fjmt).

The new library will combine collections and services presently split across Penrith Werrington (Ward Library) and Penrith Kingswood (Allen Library), bringing coherence and consolidation to previously dispersed services.

The library will be located within or adjacent to a “student precinct” zone, recognising the importance of a variety of learning and social spaces, and the complementarity of a range of services and facilities.

Key guiding concepts for the library include the incorporation of high sustainability features, and the introduction of a variety of dynamic, collaborative open spaces for learning.

The new library will not be a museum library – rather a 21st century place in which the UWS community can engage with scholarly materials and learning processes in a variety of exciting and stimulating ways.

Bankstown Library

Additional space provided at Bankstown library allowed for 30 additional study seating and 9 additional computers.

Ward Library Collection

The Ward Library collection was completely re-arranged to make the locating of material much easier, providing a logical flow from left to right and front to back.

Architect’s initial and preliminary sketch
Key Statistics

Library Expenditure

The library’s total expenditure in 2007 was $21,446,975. Staffing expenditure at $10,199,937 (47.6%) was slightly under budget.

$4,355,445 was spent on monographs, $4,996,223 spent on periodicals and $99,447 on interlibrary loans. The total materials expenditure of $9,451,115 represented 44.1% of the total expenditure.

Other expenditure (computer leases, system costs, consumables etc) accounted for the remaining 8.4% at $1,795,923.

Library Collection

During 2007, 43,468 new print monograph volumes and 23,947 electronic books were added to the collections. Of the total materials vote of $9,451,115, 58.4% was expended on electronic materials, reflecting the library’s ongoing commitment to provide ‘anywhere, anytime’ access to scholarly materials wherever possible.

At the end of 2007 the Library’s monograph collection totals 902,545 volumes (includes 32,269 eBooks) with over 57,000 unique serial titles (print and electronic).

Clients entering libraries and Library Website

Over 1.9 million individual visits to the libraries were recorded in 2007 despite exponential growth in web access to library services and facilities. During the semester times (Mar-May & Aug–Oct) on average over 15 million successful hits per month to the library website were recorded.

Information Literacy

The introduction of an online tutorial program “Successful Searching” in 2007 replaced many of the face to face sessions conducted in previous years, reducing the number of discipline specific face-to-face information literacy classes to 902 with 12,071 students attending.

4,710, students undertook the online assessment representing 45.8% of the targeted participants.
Loans

UWS Libraries loaned 435,472 items and renewed loans for 204,832 items in 2007 compared with 460,694 loans and 213,646 renewals for 2006. These totals represent a 5.5% decrease in the number of loans and a 4.1% decrease in renewals.

The decrease in overall lending (5.1%) follows sector trends and reflects increased electronic access.

Intercampus Loans

During 2007 Intercampus loans totalled 56,573 compared to 62,838 in 2006, an overall decrease of 9.97%. This decrease reflects the libraries decision to transfer of some 170,000 items to campuses where the relevant courses are taught together with clients’ growing preference for electronic materials.

Staff Activities

Staff Development and Training

During 2007, 95.4% of staff participated in staff development activities. UWS Professional Development Unit provided 30.8% of the training, in-house training accounted for 59.9% and external training and conferences totalled 9.3% of all activity.

Six current staff are undertaking diploma, undergraduate or post graduate qualifications in library science.

Susan Robbins, Research Services Librarian, was the 2007 recipient of an internal competitive grant drawn from the Vice Chancellor’s Excellence Award Funding. Susan attended CERLIM (Centre for Research in Library and Information Management) Libraries Without Walls 7: Exploring ‘anytime, anywhere’ delivery of library services conference where she presented a paper titled ‘Information Central: a service delivery success’. Susan also visited libraries in Scotland for general information sharing and gathering.

Libs for Africa

The Australian Library Community raised $11,200, of which UWS contributed $1,209 to send 16 African librarians to the 73rd World Library and Information Congress in Durban, South Africa.

Library staff got behind this worthwhile cause. Donation tins were placed in all libraries, prizes donated for a raffle, gold coin morning tea arranged at each library and a cake stall was held.

Sincere thanks to everyone in the UWS community for their support and generosity for Libs for Africa.
Professional Activities


Margaret Pavincich "Information Central: Not an 011 Number", presented at the ALIA Information Online 2007 Conference, Sydney.


702 ABC Sydney’s Annual Knit-In

Staff from across all seven libraries completed 26 wraps and two partially sewn wraps— 10 more than last year!

During lunch breaks, at home, in the car, on the train etc staff completed an amazing 784 squares

The wraps were collected by ABC for “Wrap with Love”, a label attached that said “A gift from Australia” and then distributed throughout the world.

Special welcome to new staff

Gill McCardle commenced as a Liaison Librarian at Blacktown Campus Library in January 2007. Gill previously worked as a casual librarian at Allen and Parramatta Libraries and has also worked in special libraries in the health and welfare sector.

Anne Varcoe previously worked on a casual basis at UWS library for a number of years. She has worked in a theological library and taught in the Library Practice course at Mt Druitt TAFE.

Beate Aretz moved from Canberra where she worked for the CSIRO, to take up a Liaison Librarian position at Parramatta Campus Library. She has published non-library related articles in German journals, and she has an MBA in addition to her professional library qualifications.
# Staff list

## Office of the University Librarian
- University Librarian: Liz Curach
- Executive Officer: Carol Robins
- Administrative Assistant: Sue McArdle
- Copyright Officer: Frank Hill

## Library Managers
- Associate Librarian – Client Services: Meg Boness
- Associate Librarian – Corporate Services: Robyn Benjamin
- Associate Librarian – Development: Vacant
- Client Services Manager: Margaret Pavincich
- Lending Services Librarian: Vicki Owsnett
- Library Systems Manager: Lisa Tyson
- Manager, Resources Management: Di Dougall
- QA & SD Librarian: Vacant

## Development
- Quality Manager: Vacant
- Executive Officer: Dianne Gurnett

## Systems
- Desktop & Application Services Coordinator: Cory Davis
- Desktop & Application Support Officer: Michael Gray
- Desktop Support Officer: Matthew Sherwood
- Systems Officer: David Cridland
- Web Development Coordinator: Euwe Ermita
- Workgroup Server Administrator: Vacant

## Law Librarian
- David Sinfield

## Medical Librarian
- Geoffrey Lattimore

## Campus Librarians
- Peter Butler
- Karen Cheer (Acting)
- Cheryl Harris
- Ilse Hillermann
- Maureen Hunt (Acting)
- Christine Merlino (On Leave)
- Shaun O’Dwyer
- Anita Ozols

## Liaison Librarians
- Judith Angus
- Beate Aretz
- Morlin Atkins
- Carolyn Cahill
- Karen Cheer
- Jenny Davies
- Natalya Godbold
- Tanya Golden
- Frances Guinness
- Heather Hansen
- Maureen Hunt
- Lourdes Katague
- Joy Keast
- Ila Kumar
- Miluse Machytna
- Ravinder Manne
- Gillian McCardle
- Lynn McDonald
- Maryrose Mooney
- Aranka Morton
- Narelle Oliver
- Rohini Patil
- Kate Patrick
- Katherine Raper
- Carol Robson Beddie
- Pamela Squire
- Geraldine Thomas
- Anne Varcoe
Information Central Librarian
Michael Gonzalez (Acting)
Tracy Donelly (On Leave)

Research Services Librarian
Susan Robbins

Turnitin Project Librarian
Myra Vandine

LTAP Project Librarian
Kaysha Russell

Lending Services Coordinators
Kathie Collins
Linda Nixon
Carol Turkington
John Ellem
Tracey Tishler
Maria Jelinek
Richard Smith

Lending Services Team Members
Kelly Austin
Denise Brennan
Wendy Budd
Rita Doyle
Nadia Duncombe
Beverley Edwards
Annette Grant
Vicki Grumitt
Jeffrey Har
Stephen Huynh
Vera Kaliczinsky
Lynette Kelly
Deborah Kito
Rachel Kovac
Chryssoula Kypriotis
Chandra Lal
Elizabeth Marshall
Angela McColl
Tracy Paolucci
Renae Payne
Marisa Pignone
Kaveeta Prasad
Denise Prowse
Jennie Rawlings
Sandra Shipway
Angela Talia
Eva Trzicky
Carol Turkington
Angelo Vumbaca
Vajira Weerakoon
Gregory Wall
Linda Woolley

RM Team Leaders
Lisa McIntosh
Anya Smeaton
Vacant

RM Team Members
Heather Ashworth
Dianne Baker
Jian Bian
Judy Black
Linda Brown
Deborah Cartwright
Xiuping Chen
Ok Cho
Judy Egan
Julie Farraway
Teresita Garde
Linda Hawke
Margaret McIntosh
Lynette Morrison
Madhu Naidu
Jan O'Neill
Sue Oram
Tammy Phommalysack
Audrey Pillen
Lourdes Punsalan
Linda Reinhardt
Denise Shanahan
Philippa Stott
Emelia Sutton
Dale Taylor
Nicola Wallis
Jasmine Wilson

Administrative Assistant
Leanne Chie
Maggie Cooper