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

2008 was a year characterised by significant challenge as the Library continued to pursue its planning agenda in the three focus areas of Access, Research Support and Service. Excellent progress was achieved in all these areas.

Considerable effort was invested in planning to ensure adequate physical infrastructure across all campuses, building on earlier refurbishments to the Bankstown and Campbelltown Libraries. Regrettably, fiscal constraints continue to militate against the consolidation of Penrith Ward and Allen Libraries, however some minor remediation at each site commenced at the end of the year. Similarly, work at Parramatta Library will ensure additional seating capacity and some functional improvements for the greatly increased student cohort at that campus.

Services continue to be transformed and increasingly user focused, reflecting dramatic increase in the use of electronic resources and the University’s focus on e-learning. Searching and discovery of the Library’s vast array of subscribed electronic resources was made easier through the implementation of an experimental search engine “Search Central”, facilitating simultaneous searching across a wide range of databases, full text journals, selected web resources and the library catalogue.

A further significant development was collaborative work undertaken with the academic community in ensuring a library presence within vUWS, the University’s e-learning platform. Where access to sites was granted, customised links to library resources and services were included in individual sites with reading lists enhanced to incorporate embedded links to subscribed e-resources. This critically important work will be expanded in 2009, with a view to the development of sustainable policies and procedures across Schools.

Work on the UWS Research Repository continued with 5,168 research outputs (including theses) now digitally available. Significant re-engineering of the Repository has been required as an outcome of the current government’s move from the Research Quality Framework (RQF) to its replacement, the Excellence in Research for Australia (ERA) initiative.

The strength of Australian currency, until August 2008, greatly contributed to the Library’s purchasing power with over 44,000 new print monographs and 20,000 e-books added to the collections. Serials subscriptions totalled over 69,000, of which 98% are available in electronic format. Continued collection growth in the order enjoyed over 2007 - 08 period will not be replicated in the foreseeable future.

In reflecting on 2008 achievements I am conscious that these would not have been possible without the continued commitment of Library staff and the support of the University in general.

Liz Curach
University Librarian
UWS Library Strategic Initiatives 2007 – 2009

2008 was the second year in which UWS Library worked within the third of its tri-ennial planning cycles, with the 2007 – 2009 period building on successful work undertaken in the years following the University’s unification in 2001.

This Annual Report follows the three areas of focus identified within the current planning cycle, which in turn are reflective of the UWS Making the Difference Strategy. Whilst the articulated strategic initiatives have been subject to minor emendation mirroring institutional and professional developments, the key areas of focus remain unchanged.

**Access**  
- the provision of exemplary library experiences by enabling seamless access to its resources and services

**Research Support**  
- the provision of high quality information resources and services in support of UWS research

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

Underlying each of the strategic initiatives are detailed operational plans which guide the work of all sections of the university library and are subject to annual review and update. Work undertaken within the parameters of operational plans is not detailed here, but serve as a sound yet flexible foundation for the endeavours which underpin both day to day activities and the achievement of strategic imperatives.

Neither the tri-ennial plan nor this report details all that the library does. Rather they serve to provide overviews of those critically important areas and activities upon which the Library has focussed its efforts in providing collections and services which support and enhance the scholarly endeavours of 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](http://library.uws.edu.au) and click on About Us > Publications.
Area of Focus: Access

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

Sectional Restructure supports the digital present and future

The Library’s Resources Management (RM) unit has an excellent track record in the provision of access to print and electronic resources whether by purchase or Inter Library Loan.

However, the information landscape is constantly changing and in order be able to move rapidly in this environment to ensure that our services and resources remain of the highest quality, RM undertook a restructure during 2008.

Whilst this internal reconfiguration will not be visible to our clients, it has allowed for the creation of a small and dedicated team responsible for Digital Discovery and Services (DDS).

Reporting directly to the Associate Librarian, Corporate Services DDS will be responsible for the strategic development of digital resources and associated services to ensure that UWS Library remains at the forefront of innovation in the digital environment.

The former RM has been renamed Information Resources (IR), to better reflect the breadth of work undertaken in this area. From sourcing unique and/or hard to obtain titles on Inter Library Loan, to purchasing much needed print material for our undergraduate students, IR staff work with the single goal of supporting the learning, teaching and research endeavours of the UWS community.

Library Toolbar

The library developed a browser toolbar which assists in finding information. The Library toolbar is a browser plug-in for Internet Explorer and Firefox, providing access to and searching of both the library’s print collections and electronic resources directly from your web browser without having to navigate to the library home page or specific websites. The toolbar can be downloaded from the Library Website.

Information Central

“Information Central”, the Library’s virtual contact point for all incoming telephone calls, virtual reference and email enquiries continued to be heavily utilised, leading to expanded hours of operation which reflect students’ needs for assistance beyond ‘standard operating hours’. The service responded to 20,914 queries throughout the year.

Laptops for loan

In response to student feedback indicating insufficient computer workstations in the libraries, the provision of loan laptops was trialled at three campuses. Trial outcomes were overwhelmingly positive, leading to expansion across two further libraries and implementation plans for all libraries by 2009. The laptop computers were borrowed 39,266 times in 2008, with demand inevitably exceeding supply.
Area of Focus: Research Support

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

In 2008 Operational Plan initiatives were amended to include not only the provision of consistent and high quality support for all UWS research, but also the promotion of research services, resources and UWS research output.

In addition to disseminating Library related information to the research community at various University fora, the Research Services Librarian (RSL) conducted a multi-campus training programme across Schools and Research Centres to deliver information on skills critical to UWS researchers. 369 participants attended the sessions as shown in the adjacent graph.

The 2008 cohort of new research students completed the inaugural Postgraduate Essentials online induction package, which included a library module titled ‘Searching the Literature’. Seventy percent of commencing students completed the package, with a high rate of posting to the moderated forum within the module. Each commencing research student was then personally contacted by the Library, outlining the suite of services and resources available.

The accuracy of UWS researcher data in citation databases is critical to ensure discovery and correct citation of UWS research output. To facilitate this, a systematic review and revision of UWS researcher data in Scopus database was completed, with Web of Science corrections to be completed by the end of 2009.

2008 saw the addition of ‘Research Resources’ to the Library webpage. Containing a wide range of information for researchers ranging from conducting a literature review to citation tracking, targeting publication outlets for research and bibliographic management, the pages are regularly updated to ensure relevance and accuracy.

In addition, a quarterly Library Research Support electronic newsletter enables the UWS research community to keep abreast of new resources and services available through the Library.

UWS Research Repository

In February 2008, the UWS Research Repository became a reality, initially going live to the world with some 600 UWS Higher Degree theses and around 1,000 research outputs. These outputs had originally been prepared in response to the former Howard government decision to implement the Research Quality Framework (RQF).

Whilst the RQF was cancelled when the Rudd government took office, it was clear that the government’s approach to research quality assurance would take advantage of existing work.

The Excellence in Research for Australia (ERA) initiative was announced in February 2008 with the stated intention of assessing research quality within Australia’s higher education. It will detail by institution and by discipline those areas that are internationally competitive, together with emerging areas where there are opportunities for development and further investment.

In preparation for the announcement of details of the ERA, work continued apace within the Library, and building on the early impetus, a further 3,000 research outputs and Higher Degree theses were added to the Repository during 2008.

There is now a clear process for ensuring UWS research output is not only captured and recorded, but globally available to the international research community.
Area of Focus: Service

Provide resources and services to the UWS academic community, fostering and contributing to a superior student learning experience.

Mystery shopping came to UWS Library

UWS Library has performed well in various internal and external surveys used to evaluate our service performance. Informal feedback is also positive, however these measures provide limited insight into the total service experience. In order to enrich insights the Library embarked upon ‘Mystery Shopping’ to shed further light on the value clients place on aspects of their service interactions.

The project allowed us to further deconstruct and analyse our service. We were able to closely examine the importance our students place on the approachability and professional competencies of staff thus providing opportunity to identify areas for further improvement.

The program was conducted over a two week period, evaluating a range of services across all campus libraries and delivery modes.

Students from each UWS campus were recruited and provided with a range of scenarios, each focussing on a particular service.

Feedback reflected both positive and negative aspects of services received, with, for the majority of ‘shoppers’, an overall positive experience. Comments focussed on the delivery of service rather than the service itself, with shoppers commenting on the professionalism and courtesy of staff. The knowledge and proactive service of staff who ‘would go the extra mile’ was a common theme, together with high value placed on friendliness and professionalism. Shoppers were seeking a service that did not make them feel inadequate, a nuisance or an interruption to staff. They expected staff members’ full attention whilst being served together with the provision of accurate, succinct information.

Respondees were unanimous in applauding the project’s intentions and relevance, with an overall view confirming that scenarios used were reflective of services actually needed and valued by the majority of students. Many shoppers commented that although the intention of the project was to evaluate service delivery they had also learnt about aspects of service previously unknown to them.

Strategies will be implemented during 2009 to further enhance service delivery where opportunities to improve were identified.

Turnitin

Turnitin, a text matching plagiarism software system, was progressively implemented during 2008. The initial user group consisted of existing staff who participated in the 2006 trial plus a number of academics who had expressed an interest in using the software. The Project Officer ran individual training sessions which resulted in nine units using Turnitin in Autumn semester 2008.

In Spring 2008, the use of Turnitin was opened up to any interested unit coordinator. Eighty units with around eleven thousand students utilised Turnitin in Spring Semester. Within the individual Colleges, the School of Education (College of Arts); School of Management (College of Business) and the Schools of Nursing and Natural Science (College of Health and Science) were the most active participants with fifty seven units and over five thousand students accessing Turnitin.

During the year the project officer presented at eight school meetings, 14 student lectures and trained 142 Academic/General staff and 38 library staff.
UWS Staff Services Survey 2008

All UWS Staff were invited to rank a range of university activities and services first on importance (1-low to 5-high) and then on performance (1-low to 5-high). The items in the survey were identified by the units themselves as covering their core activities.

UWS library attracted both high importance and high performance (first three out of the top performance ranking) as shown in the table below. Improvements in both importance and performance rankings across all applicable variables are pleasing.

<table>
<thead>
<tr>
<th>Importance</th>
<th>UWS Staff Services Survey 2005 vs 2008</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Library</td>
<td>Performance</td>
</tr>
<tr>
<td>17</td>
<td>9</td>
<td>Library collections (books, serials)</td>
</tr>
<tr>
<td>12</td>
<td>3</td>
<td>Access to electronic information sources and services (on campus and remote)</td>
</tr>
<tr>
<td>20</td>
<td>11</td>
<td>Services provided by Library staff (academic liaison, e-reserve, document delivery, intercampus loans etc)</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Support for teaching and/or research activity</td>
</tr>
</tbody>
</table>

Only two areas within the University achieved a mean performance rating of over 4—the library (4.27) and print services (4.08).

Staff were also asked to provide comments on the service in relation to best aspect and needs improvement. The library received a total of 35 comments of which 28 were ‘best aspect’ with 7 ‘needs improvement’.

The areas identified as needing improvement will be investigated, and where possible, the library will address these as part of its commitment to continually improve processes that impact on the quality of service provided.

vUWS: a library presence

The Library worked collaboratively with academic staff throughout second semester, 2008 to enhance vUWS sites by the inclusion of reading lists with embedded clickable links to subscribed e-resources. A range of links to other useful Library resources and services were also made available.

The purpose of this work was to bring high quality Library subscribed scholarly resources directly to the students from within their e-learning environment. We know that many students are time poor and are increasingly working predominantly within Google and the institutional learning management system. It was important, therefore, that we provide seamless, intuitive access to scholarly resources accessible at the time of need for students.

There was a significant uptake of this service with 230 vUWS sites including significant library resource and service content by the end of 2008. This work will continue to be a priority over the coming years.
Continuous Client Service Improvement

In 2008, Library sectional managers and Campus Librarians undertook a number of reviews resulting in recommendations aimed at better aligning UWS Library services to client needs and sector best practice.

Library service trends

This review focused on identifying Library service trends across university libraries. The analysis revealed that libraries are realigning their roles with learning preferences and practices of current generations of undergraduate students. Particular areas highlighted include:

- Use of physical space for client collaborative/social learning versus traditional modes of independent study, with zoning of library space to allow for silent, collaborative and noisy areas;
- Seamlessness of services between traditional student support services including a merging of IT and traditional library expertise, acknowledging the ubiquity of computing throughout libraries;
- Single service point acting as triage with self service options available supported, at point of need, often self paced, and using technologies familiar to clients.

What our clients value

This review examined what it is about the Library that is most valued by our clients, based primarily on quantitative and qualitative data drawn from the seven major UWS client surveys conducted since 2004. The analysis demonstrated that those aspects of service provision valued by UWS students and staff are reflective of trends identified in the wider literature.

Access to high-quality e-resources and availability of extensive computing facilities/connectivity in the library is ranked highly in all UWS surveys. Positive interactions with Library staff, both face to face and virtual, together with excellent Library facilities rank next highest in importance. Qualitative data about facilities amply demonstrates students’ desire for flexibility and recognition of the range of ways libraries are used, with high number of comments on the need for both more group study facilities and for silent individual study areas.

Desk operations review

The findings of the Library Services Trends Review and the review of What our clients value informed a detailed analysis of aspects of UWS Library desk operation.

The review report recommended continued use of the single service desk as the central face-to-face contact point for clients, with acknowledgement of the importance of desk ‘precincts’ which increase the provision of self-service options.

The introduction of online group study room bookings and significant replacement of print and e-reserve through the provision of reading lists with links to e-resources and key Library webpages on student’s unit vUWS pages further illustrate the library’s commitment to providing services the client values.

The report also recommended that the range of virtual services complementing face to face offerings be extended and enhanced, and that staffing of service points be realigned to respond to client need. As a result additional dedicated staffing hours have been allocated to the Information Central contact centre; rostering practices have been refined to ensure more cost-effective desk staffing with more staff readily available for direct assistance during peak times.
Infrastructure

Hawkesbury Library Training Room

The Hawkesbury campus library training room was moved from the end of the mezzanine to the ground floor. The relocation means the training room is no longer hidden away, providing improved access for all library clients to computers in the room and facilitating participation in training sessions.

Comfortable chairs and tables have been placed outside the room and with wireless access and power points available this space is frequently used by clients with laptops.

Upstairs the old training room has been opened up for individual student use, with benches for study and power for laptops remaining.

Refurbishments scheduled for completion for the start of Autumn Semester 2009

Parramatta Campus Library

Many months of planning and design work was undertaken, developing exciting new student spaces in the library. Designated ‘noisy’ group study areas on the entry level will flow into a range of quiet and silent study areas at the rear of existing student space. The mezzanine level will be opened up for student access – providing a mix of both quiet and silent spaces. A newly created lower level will house both staff and silent study areas. For those who like to study in the fresh air, a small enclosed courtyard space is also planned.

The mix of group study rooms, study booths, comfortable chairs, ottomans, laptop benches and individual study carrels will provide a variety of seating options. Power for laptops and other devices is built-in to a number of the furnishings in direct response to increasing demands.

Penrith, Ward Library

The service area will be revamped to support increased self service by clients, building on the successful self-service trial earlier in the year. Two new group study rooms and custom built laptop areas are planned. New comfortable seating and additional power outlets will be provided to extend client options.

Penrith, Allen Library

Allen Library will be given a mini facelift, with new carpet, fresh paint and new energy-efficient light fittings. A new individual silent study area and two extra group study rooms are planned to provide much needed client space.
Key Statistics

Snapshot

- 303 library tours were run, with 2,871 attendees.
- 344 information literacy classes were held with 5,470 clients attending.
- 3,036 document delivery items were requested from other institutions - a decrease of 46.1% over 2007.
- Information Resources supplied 4,538 document delivery items to other institutions a 3% increase over 2007.
- 412,314 items were loaned and 206,191 items renewed - a 3.4% decrease over 2007.
- Intercampus loans totaled 55,643 - a decrease of 1.6% over 2007.
- Laptop computers were borrowed 39,266 times.
- Library website recorded over 135 million successful hits, an increase of 12.1% over 2007.
- Information Central responded to 20,914 queries throughout the year compared to 21,868.

Library Expenditure

The library’s total expenditure in 2008 was $20,810,455.

Staffing expenditure at $10,269,675 (49.3%) was slightly under budget as a result of managed vacancies.

$8,774,764, (42.2%) of the total budget was spent on scholarly materials (including inter-library loan).

Other expenditure (computer leases, system costs, consumables etc) accounted for the remaining 8.5% at $1,766,016.

Library Collection

During 2008, 44,321 new print monograph volumes and 19,912 electronic books were added to the collections. Of the total materials vote 51.2% 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 2008 the Library’s monograph collection totals 964,840 volumes (including 52,181 eBooks) with 69,105 unique serial titles, 98.8% of which are available electronically.
Staff Activities

Staff Development and Training

During 2008, 78% of staff participated in staff development activities. UWS Professional Development Unit provided 45.3% of the training, in-house training accounted for 38.7% and external training and conferences totalled 16.0% of all activity.

The Library congratulates the following staff on successfully completing their studies in 2008 whilst juggling their work and family commitments:

Carol Robins - Master of Information Services specialising in Information Science, Edith Cowan University
Dale Taylor - Bachelor of Arts, Library and Information Science, Charles Sturt University

Four current staff are undertaking diploma, undergraduate or postgraduate qualifications in library science.

Kaysha Russel, Liaison Librarian, was the 2008 recipient of the internal competitive Library Staff Development Initiative award. During October, Kaysha attended the EDUCAUSE Annual Conference in Orlando, Florida. Kaysha then visited several leading San Francisco University Libraries for general information sharing and

Professional Activities

Liz Curach “Managing up, down and all around: Toward best practice” presented at ALIES
Geoff Lattimore “Equity, the digital library and a new medical school” presented at VALA

Special welcome to new staff

Katrina Chaudhary
Liaison Librarian
Joined the Information Services Team at the Ward Library

David Keller
Mail Attendant
Joined the Information Resources Team located at Ward Library

Rebecca Clarke
Lending Services Team Member
Joined the Client Services Team at the Ward Library

Knitting Needles clacking again

This year staff from across all seven libraries not only completed 15 wraps for the ABC Sydney’s Annual Knit-In but also knitted 26 baby jumpers.

The baby jumpers were sent to Amnesty International for newborn AIDS infected African babies.
Staff list

Office of the University Librarian & Library Managers

University Librarian
Associate Librarian – Client Services
Associate Librarian – Corporate Services
Buildings & Project Manager
Client Services Manager
Library Systems Manager
Manager Financial & Project Services
Manager, Information Resources
Copyright Officer
QA & SD Librarian
Quality Manager
Lending Services Librarian
Executive Officer
Administrative Assistant

Liz Curach
Meg Boness
Robyn Benjamin
Lisa Tyson
Margaret Pavincich
Euwe Ermita (Acting)
Carol Robins
Di Dougall
Frank Hill
Vacant
Vicki Owsnett
Dianne Gurnett
Cho Win / Wendy Budd

Systems

Desktop & Application Services Coordinator
Desktop & Application Support Officer
Desktop Support Officer
Systems Officer
Web Development Coordinator
Systems Officer
Cory Davis
Michael Gray
Matthew Sherwood
David Cridland
Euwe Ermita
Vacant

Law Librarian

David Sinfield

Medical Librarian

Geoffrey Lattimore

Research Services Librarian

Susan Robbins

Information Central Librarian

Tracy Donelly

Campus Librarians

Bankstown Library
Blacktown Library
Campbelltown Library
Hawkesbury Library
Parramatta Library
Penrith, Allen Library
Penrith, Ward Library
Shaun O'Dwyer
Myra Vantine
Christine Merlino
Peter Butler
Anita Ozolos
Ilse Hillermann
Cheryl Harris

Liaison Librarians

Judith Angus
Carolyn Cahill
Jenny Davies
Frances Guinness
Lourdes Katague
Miluse Machytka
Maryrose Mooney
Rohini Patil
Carol Robson Beddie
Anne Varcoe
Beate Aretz
Katrina Chaudhary
Natalya Godbold
Heather Hansen
Joy Keast
Ravinder Manne
Aranka Morton
Kate Patrick
Pamela Squire
Morlin Atkins
Karen Cheer
Tanya Golden
Maureen Hunt
Ilia Kamar
Lynn McDonald
Narelle Oliver
Katherine Raper
Geraldine Thomas
Lending Services Coordinators

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

Lending Services Team Members

Kelly Austin             Denise Brennan          Wendy Budd
Rebecca Clarke           Rita Doyle              Nadia Duncombe
Beverley Edwards         Annette Grant           Vicki Grumitt
Jeffrey Har              Stephen Huynh           Vera Kaliczinsky
Lynette Kelly            Deborah Kitto           Rachel Kovac
Chrysoula 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              Angelo Vumbaca          Vajira Weerakoon
Gregory Wall             Linda Woolley

Information Resources - Collection Management Team

Jenny Davies (Co-ordinator)  Deb Cartwright          Judy Egan
Di Baker                   Madhu Naidu            Jan O’Neill
Julie Farraway             Audrey Pillen           Denise Shanahan
Sue Oram                   Jasmine Wilson

Information Resources - Cataloguing & Metadata Team

Anya Smeaton (Co-ordinator)  Jian Bian              Linda Brown
Heather Ashworth           Tess Garde              Linda Hawke
Ok Cho                     Lynette Morrison         Linda Reinhardt
Sue McArdle                Dale Taylor             Nicky Wallis
Emelia Sutton              Vacant

Digital Discovery & Services Team

Coordinator Digital Discovery & Services  Lisa McIntosh
Senior Librarian            Vacant
Librarian                   Philippa Stott
Senior Library Technician   Tammy Phommalysack

Administrative Assistants  Leanne Chie            Maggie Cooper