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University Librarian’s Report

2009 was an exciting and eventful year across all areas of the Library’s operation, characterised by the achievement of several longstanding goals and aspirations.

Ongoing work on the physical infrastructure of the University’s Libraries saw completion of a major refurbishment to our Parramatta facility, opening up and expanding the space available to meet changed and growing student needs. At the two Penrith sites (Ward and Allen Libraries), more modest works have brightened and renewed the spaces, providing improved amenity and enabling the provision of enhanced information technology services.

Difficult economic circumstances led to the imposition of severe constraints on staffing expenditure in order to protect funds available for the acquisition of scholarly information resources. Despite many positions being held vacant throughout the year, staff continued striving towards excellence and innovation in all endeavours. The achievements of 2009, under particularly challenging circumstances, are a great testimony of the calibre and commitment of UWS Library staff.

In responding to current students’ information discovery preferences, the google-like discovery layer introduced in late 2007 has been significantly enhanced, now providing a single, intuitive and functional interface to the Library’s rich collection of subscribed scholarly materials. Similarly, and in response to student need, Web 2.0 LibGuides were developed and, where possible, embedded within individual unit vUWS sites.

Major work was undertaken in support of UWS research aspirations and in response to requirements of the federal government Excellence in Research Australia (ERA) initiative. The UWS research repository became fully functional and withstood the test of the ERA trial in 2009.

Amongst the most pleasing outcomes of the year UWS Library’s placement within the top decile of Australasian University Libraries in the externally administered sector wide Client Satisfaction Survey. Closely following this outstanding achievement was formal and unqualified certification in accordance with the international ISO 9001 (2008) quality standard. The ISO Certification represented the culmination of significant effort in the Quality arena over an extended period.

I thank all who have contributed to an outstanding year, and am confident that the underpinning commitment, dedication and support will ensure continuous improvement.

Liz Curach
University Librarian
Enhancing the Student Experience

The Library search box

The introduction of SearchCentral in late 2007 was an overwhelming success. Staff and students alike responded extremely positively to the option of simultaneously searching across a range of Library databases and selected web resources.

During 2009, we took this search capability even further. From January, UWS staff and students were able to access a more functional and intuitive interface to the vast range of scholarly print and electronic resources through the newly-developed Library search box. The search box is a discovery layer offering google-style searching of the rich UWS Library print and electronic collections and providing enhanced options for expanding or refining results via a “word cloud”.

Usage was closely monitored throughout 2009, with high search success rates, and clients giving a resounding “thumbs-up” – over 1.8 million hits can’t be wrong!

Online help from every direction!

InformationCentral, the Library’s virtual contact point for all telephone, email and virtual reference queries, underwent a major upgrade and virtual facelift during the year. Access to the service is now available via an embedded widget located on a range of library pages including the home page and all LibGuides.

Usage of the service has increased markedly as more and more students and staff have become aware of its availability. 22,458 enquiries were received and responded to throughout the year, a 7.4% increase over 2008.

The new chat software allows better analysis of the type and range of enquiries received so that we may improve services and responses to satisfy client needs.

LibGuides

Library Guides to key resources have always been popular with students, and in preparation for the new academic year, we introduced the new look LibGuides – easily accessed via the Library’s e-resources page. LibGuides provide a comprehensive introduction to given subject areas, with links to reference resources, databases, websites, research tools and, of course, Online Librarian for immediate help as and when needed. Links to LibGuides, or e-resources, are also embedded within vUWS.

Autumn 2009 was the most successful semester to date in numbers of students completing the quiz, with 13,300 students submitting via vUWS pages. Further analysis was undertaken on response rates to individual questions with a view to enhancing the tutorial, and also with School staff, to ensure even better coverage of the Autumn 2010 undergraduate academic program.

‘Follow-me’ printing

The Library and IT labs introduced the ‘follow-me’ concept for colour printing in 2009. Students are able to work on their documents in IT labs, then send them to the Library for colour printing. This capability has been widely applauded by students, as IT labs provide only black and white printing options.
Increasing self-sufficiency

More and more, students prefer to be self-sufficient with their transactions at University. In response, UWS Library was one of the first university libraries in Australia to introduce self-borrowing over 15 years ago.

Once again, we were among the first to implement self-returns during 2009. A trial was conducted at two of our busiest libraries, with students able to return or renew their items and also check their Library record in a single transaction.

The trial was a resounding success and self-returns will be rolled out to all campus libraries in preparation for Autumn Semester 2010.

Online quizzes and tutorials now incorporated within vUWS sites

Since 2002, UWS Library has offered formal information literacy programs to first year students. However, in response to changing student needs, this program of face to face training has been largely replaced by Successful Searching, an online information literacy tutorial tailored to the specific requirements of first year students and accompanied by an online quiz.

The tutorial and quiz provide an overview for finding relevant, scholarly information, starting with items on student reading lists. The program covers deconstructing an assessment topic and formulating an effective search through to evaluating, managing and utilising information ethically and legally.

In February 2009, a major rewrite of the tutorial was undertaken to incorporate the new Library website and implement the Library search box. The quiz is now delivered directly via unit pages on vUWS, the UWS e-learning system, with results automatically loading into vUWS gradebooks and thus accessible by unit coordinators.

<table>
<thead>
<tr>
<th>Year</th>
<th>Online participants</th>
<th>% total enrolment in targeted first year units</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>4,710</td>
<td>45.8%</td>
</tr>
<tr>
<td>2008</td>
<td>8,197</td>
<td>67.3%</td>
</tr>
<tr>
<td>2009</td>
<td>13,353</td>
<td>77.8%</td>
</tr>
</tbody>
</table>

Group study rooms online

With seven campus libraries and over 70 group study rooms available for students, bookings across campus were sometimes fraught! In order to simplify the process and allow students to book any available room, in any library, at any time, an online booking system was implemented in early 2009. Take-up has been excellent, and booking clashes eliminated. Library staff no longer need to ‘police’ the bookings and our students have certainly appreciated the simplification of the system.

Alumni encouraged to return to the Library

Many ex-students request ongoing access to the wealth of online resources which they had at their fingertips while studying at UWS. The Library has responded by successfully negotiating such access for our Alumni with a number of key providers. Available resources include over 8,000 full text titles from ProQuest, more than 40 journals from Project Muse, and full access to SourceOECD and Austlit.
**Service Quality**

**Library Client Satisfaction Survey – UWS Library in top decile!**

The fifth biennial Library Client Satisfaction Survey was conducted in September 2009. We thank the 7,766 staff and students who participated, providing us with invaluable feedback. The majority of respondents were undergraduates (77%), followed by postgraduates (16.7%), staff (4%) and visitors (2.3%).

Survey results indicated that UWS Library ranks in the top decile of all Australian/New Zealand tertiary libraries, with an average satisfaction score of 5.65 from a possible 7 achieved. The Library also recorded a new benchmark high of 5.81 in the Information Resources category, as shown in the following graph.

Respondents ranked the following five items as being of the greatest importance:

- Library staff provide accurate answers to my enquiries
- When I am away from campus I can access the electronic Library resources and services I need
- Library staff are approachable and friendly
- Online resources (e.g. ejournals, databases, ebooks) meet my learning and research needs
- Library staff treat me fairly and without discrimination

The top five highest performing factors are:

- Library staff treat me fairly and without discrimination
- Library staff are approachable and friendly
- Library staff provide accurate answers to my enquiries
- Library staff are readily available to assist me
- When I am away from campus I can access the electronic Library resources and services I need

We were pleased that four of the top five performance areas also ranked in the top five importance factors, indicating that efforts to ensure we are meeting client needs/requirements have succeeded.

There are always areas requiring improvement, although the following five areas of lowest performance still performed above the national average. Pleasingly, none ranked in the top five importance:

- A computer is available when I need one
- The items I'm looking for are on the library shelves
- I can get wireless access in the Library when I need to
- I can find a quiet place in the Library to study when I need to
- The Library web site is easy to use

We have been systematically addressing these issues and will continue enhancing services throughout the coming year.
UWS Library achieves ISO 9001 quality certification

ISO 9001, an international quality standard promoting continual improvement, is a well recognised quality benchmark for all types of organisations. In working towards accreditation under this international standard, UWS Library developed a comprehensive Quality Management System incorporating reviewing and recording all processes, procedures, documentation, client satisfaction measures, and control and improvement mechanisms. The accreditation review highlighted areas for improvement of our services, and UWS students and staff are the real beneficiaries.

An accredited external certification body - NCS International - provided initial training in standard compliance and undertook a gap analysis followed by a pre-assessment audit. The exhaustive process culminated in a final Certification Audit, not dissimilar to an AUQA audit, conducted over two days in November. At the end of the two days, the auditors advised that the Library had successfully met all requirements, achieving unqualified ISO 9001 Certification.

The NCSI auditors noted:

“The University Library is to be congratulated on its efforts to implement a consistent system across its multiple campuses. This has been achieved through good planning, commitment at all levels and a sound implementation plan. The involvement of all library staff in the development of the procedures has contributed to the success.”

The Deputy Vice-Chancellor, Corporate Strategy & Services joined Library staff when the Library was officially certified by Robert Schonberger, General Manager, Business Services Division, NCS International.

Library Staff Skills Audit

The third triennial Library Staff Skills Audit was conducted in 2009. An online process in which all staff participate, the audit identifies a range of skills required of Library staff and acts as a developmental tool for addressing training needs. Combined with the introduction of an annual technology support review that considers requirements from a client perspective, the Library is actively working to position staff to provide optimal service to clients.
Research Support

Library support and the ERA

The federal government’s Excellence in Research for Australia (ERA) initiative was trialled during the year. Library Systems staff and metadata experts worked together with staff from the Office of Research Services to ensure that all relevant UWS research output was accurately described and accessible for the Audit panel. A dark repository was provisioned to accommodate the specific requirements for the trial, with only the Australian Research Council (ARC) granted access. Library staff created and added metadata to around 1,300 research outputs in preparation for the trial. UWS results were very pleasing overall, with above world average results in many areas.

Library staff were able to provide valuable feedback to the ARC regarding both the Guidelines and Technical Specifications prior to the commencement of the trial, which assisted with the positive outcomes. While UWS may be considered ‘young’ in research intensity, the trial outcomes are a clear indication that this University is well placed to significantly expand its research base.

Building on the successful outreach of the Research Services Librarian during 2008, around 467 participants attended information sessions and presentations during 2009 – a 27% increase over the previous year. These sessions covered a broad range of topics including Measuring Research Impact – designed to assist researchers to collect the raw data needed to complete their impact statements which is an increasingly critical measurement of, and for, research output. The sessions Getting Published and Patent Searching were also highly attended.

In 2010, sessions will also be available via Podcast, in response to the number of researchers who were unable to attend the presentations in 2009.

Associate Professor wins prestigious international award

On 4 June 2009, Associate Professor Ian Anderson from the School of Natural Sciences and the Centre for Plants and the Environment was announced as the “2009 Asia Pacific Young Scientist of the Year” in the area of agriculture and natural resources.

This award, sponsored by leading scientific publisher Elsevier, is designed to recognise outstanding young scientists and researchers in the Asia-Pacific Region who have made significant contributions to scholarship and research. 104 scientists and researchers under the age of 40 submitted their work for consideration for this prestigious award, which recognises excellence in scientific research and leadership.

Professor Anderson was nominated by the University Librarian, Liz Curach, with referees from UWS (Professor John Cairney) and the Macaulay Institute, Aberdeen (Professor Colin Campbell). Research Services Librarian, Susan Robbins, provided assistance in preparing Associate Professor Anderson’s citations in the required format.

UWS Library – test partner with ProQuest

In October, UWS Library was one of the first libraries in the world (and the only one within Australasia) to test the proposed new unified ProQuest interface. ProQuest databases are amongst the most highly used and important resources for our staff and students, and UWS Library’s reputation as an innovative ‘online Library’ led the company to seek our input and feedback. Such partnerships give us a unique opportunity to shape the strategic development of key products, ensuring the needs of our users are considered and incorporated at an early stage.
Parramatta and Penrith campus libraries undergo makeovers

In 2009, the newly refurbished Parramatta Campus library was opened to clients. Adding over 100 computers, 500 new student seats, six new study rooms and a secure outdoor courtyard to the library space, the refurbishment contributes towards addressing the needs of an exponentially expanding clientele.

A designated quiet study area on the new mezzanine level boasts four group study rooms and 16 individual-use computers. All fixed seating has power available for use with library-lent or personal laptops, while the movable casual seating provides flexibility of location for students. The lower ground floor is designated silent study. With two study rooms, a range of comfortable and fixed seating and 11 computers, this is a haven for students escaping the noise and bustle of the main floor.

On the Penrith Campus, the Allen Library has been brightened with new carpets and paint. Pushing the boundaries of available space, two new group study rooms have been created, along with a silent study area. A minor facelift at the Ward Library introduced dedicated, powered laptop benches, three new group study rooms, comfortable seating and a more open view through the building.

UWS College commences on Blacktown Campus

The Blacktown Campus library opened its doors to UWS College students in June. Students undertaking courses at UWS College have access to the full range of services and resources available to their University counterparts.

Library staff enjoyed working with this initial cohort, who were quick to realise the advantages of the online resources on offer.

Library collections - a moveable feast

A number of major relocations of teaching became effective at the start of Spring Semester. In particular, College of Business teaching was relocated from Blacktown to Parramatta Campus, and the School of Nursing and Midwifery was relocated from Bankstown to Parramatta.

The Library carried out the major logistical exercise of transferring approximately 20,000 volumes between various campus libraries in preparation for the commencement of teaching in Spring Semester.
**Key Statistics**

**Snapshot**

- 1,989,317 clients entered UWS Libraries – an increase of 5.84% over 2008
- 254 library tours were run, with a total of 2,728 attendees
- 3,841 vUWS quizzes were completed
- 360 information literacy classes were conducted with 6,234 clients attending
- 3,077 document delivery items were requested from other institutions – a decrease of 6.9% over 2008
- 5,906 document delivery items were supplied to other institutions – an increase of 30.1% over 2008
- 400,970 items were loaned and 201,164 items were renewed
- Inter-campus loans totaled 56,090
- Laptop loans totaled 61,026 – an increase of 36% over 2008
- The Library website recorded over 125 million successful hits
- InformationCentral responded to 22,458 queries – an increase of 7.4% over 2008

**Library expenditure**

- The library’s total expenditure in 2009 was $20,808,294 – slightly less than in 2008.
- Staffing expenditure at $10,240,335 (49.2%) was held under budget through managed vacancies.
- $8,878,437 (42.7%) of the total budget was spent on scholarly materials.
- Other expenditure (computer leases, system costs, consumables etc) accounted for the remaining 8.1% at $1,689,522.

**Library collection**

- During 2009, 36,878 new monographs, including 8,600 eBooks, were added to the Library collections.
- At the end of 2009, the Library’s monograph collection totals 1,000,483 volumes (including 60,781 eBooks) with 74,558 unique electronic serial titles.
Staff Activities

Staff development and training

During 2009, 80.17% of staff participated in staff development activities. Staff development training organised by the Library accounted for 89.29% of activities. The UWS Professional Development Unit provided 3.42% of activities and 7.29% of activities were provided through attendance at external courses and conferences.

The Library congratulates Susan McArdle on successfully completing the Graduate Diploma in Science (Information Services) at Edith Cowan University in 2009, while juggling work and family commitments.

A further four staff members are currently undertaking diploma and undergraduate qualifications in library science.

Professional activities

The following conference papers were presented by Library staff members in 2009:

- Meg Boness  *E-nhancing e-resourcefulness* (Information Online, January 2009)
- Elizabeth Curach *Scholarly content and the CMS: clash, collaborate or collapse?* (Educause Australasia, May 2009)
- Elizabeth Curach *The good, the bad and the better: moving from worst, towards best practice* (8th Northumbria International Conference on Performance Measurement in Libraries and Information Services, July 2009)
- Geoffrey Lattimore *Positioning library services for 21st century medicine* (10th International Congress on Medical Librarianship, August 2009)

New appointments and changes of position

The following new staff members joined the Library in 2009:

- Mojtaba Karami  Systems
- Jan Herivel  Information Resources
- Lorraine West  Whitlam Archivist

And the following staff members moved to new positions:

- Michael Gonzalez  Coordinator Digital Discovery & Services
- Wendy Budd  OUL
- Carol Robins  Quality Manager
- Sue McArdle  Information Resources
- Michelle Donovan  Information Resources

Myra Vandine, Campus Librarian, was the recipient of the internal, competitive, Library Staff Development Initiative Award in 2009. In early June, Myra attended the 30th annual IATUL conference in Leuven, Belgium, the theme of which was *Just for You: Quality Through Innovation* – highly relevant for UWS Library.

Myra also visited a number of leading UK university libraries, including the Imperial College London, the Open University and the University of Bath. These institutions were selected on the basis of their innovative approaches to connecting with their clients and the degree to which these services have been utilised.
Staff list

Office of the University Librarian & Library Managers

University Librarian
Liz Curach

Associate Librarian – Corporate Services
Robyn Benjamin

Associate Librarian – Client Services
Meg Boness

Buildings & Project Manager
Lisa Tyson

Client Services Manager
Margaret Pavincich

Library Systems Manager
Euwe Ermita (Acting)

Manager Financial & Project Services
Vacant

Manager, Information Resources
Di Dougall

Copyright Officer
Frank Hill

QA & SD Librarian
Vacant

Library Systems Manager
Carol Robins

Manager Financial & Project Services
Vicki Owsnett

Manager, Information Resources
Dianne Gurnett

Executive Officer
Wendy Budd

Lending Services Librarian

Administrative Assistant

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
Vacant

Systems Officer
Mojtaba Karami

Law Librarian
David Sinfield

Medical Librarian
Geoffrey Lattimore

Research Services Librarian
Susan Robbins

Information Central Librarian
Tracy Donelly

Campus Librarians

Bankstown Library
Shaun O’Dwyer

Blacktown Library
Christine Merlino

Campbelltown Library
Myra Vandine

Hawkesbury Library
Peter Butler

Parramatta Library
Anita Ozols

Penrith, Allen Library
Ilse Hillermann

Penrith, Ward Library
Cheryl Harris

Liaison Librarians

Judith Angus
Beate Aretz
Morlin Atkins

Carolyn Cahill
Katrina Chaudhary
Karen Cheer

Jenny Davies
Natalya Godbold
Tanya Golden

Frances Guinness
Heather Hansen
Maureen Hunt

Lourdes Katague
Joy Keast
Ila Kumar

Miluse Machytka
Ravinder Manne
Lynn McDonald

Maryrose Mooney
Aranka Morton
Narelle Oliver

Rohini Patil
Kate Patrick
Katherine Raper

Carol Robson Beddie
Kaysha Russell
Pamela Squire

Geraldine Thomas
Anne Varcoe

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  Rebecca Clarke
Rita Doyle  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  Nadia Mercer
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 (Coordinator)  Deb Cartwright  Michelle Donovan
Di Baker  Julie Farraway  Jan Herivel
Judy Egan  Jan O’Neill  Sue Oram
Madhu Naidu  Denise Shanahan  Jasmine Wilson
Audrey Pillen

Information Resources - Cataloguing & Metadata Team

Anya Smeaton (Coordinator)  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
Vacant

Digital Discovery & Services Team

Coordinator Digital Discovery & Services  Michael Gonzalez
Senior Librarian  Vacant
Librarian  Philippa Stott
Senior Library Technician  Margaret McIntosh
Senior Library Technician  Tammy Phommalysack

Archivist (Whitlam PML)  Lorraine West
Administrative Assistant (Whitlam PML)  Maggie Cooper
Photocopy Services Manager  Raguram Navaratnam
Mail Attendant/Copy Services Officer  David Keller
Administrative Assistant  Leanne Chie