UWS LIBRARY’S VISION

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

PURPOSE

The Library brings high quality scholarly information resources and services 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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Welcome to UWS Library’s 2003 Annual Report

This Report reviews the challenges and achievements of the UWS Library in 2003, now in its third year of operation as a unified Library, providing integrated and seamless services across its seven libraries located on six geographically diverse campuses. The unified Library brought together centralised Resources Management, Systems and Administration at the Penrith Ward library. The consolidation of services and infrastructure planning begun in the two preceding years after federation in 2001, has strategically placed the Library as the gateway to scholarly information for the UWS community.

The year began and ended on a high note, with the introduction of a highly successful new look for the Library website in early 2003, and concluded with Library staff receiving the Vice-Chancellor’s Excellence Award for Professional Service.

Highly encouraging and positive feedback from the Rodski Client Satisfaction Survey conducted in May 2003 ranked the UWS Library in the second quartile (top 50%) compared with the third quartile in 2001.

The Library focused on greater collaboration with academic staff in embedding information literacy programs into curricula, and being seen as an effective and valued partner in UWS teaching, learning and scholarly research activities.

New information technology continued to proliferate and the Library optimised on changes in service provision, technology and client use, resulting in further improvements and seamless access to an even greater range of electronic scholarly information resources for staff and students through the use of a single login.

The Library commissioned the preparation of a comprehensive preliminary design brief for a best practice and state of the art 21st century library building on the Penrith campus.

In November 2003, the first steps were taken when the Library sought independent and expert advice on the best starting point and optimal approach to developing a viable and sustainable quality assurance framework.

These and other significant highlights are discussed in this Report.

Liz Curach
University Librarian
The Year in Review

LinkFinderPlus went ‘live’ September 2003

In light of the greatly expanded electronic collections and client expectations, the UWS Library implemented as an Australian first, a further enhancement, LinkFinderPlus (LFP).

LFP is a linking system, designed to provide a bridge between citation databases and the Library’s journal subscriptions. LFP connects journal citations with the corresponding electronic fulltext articles wherever the fulltext is available as a UWS Library subscription. Simply clicking on the ‘UWS Link’ button next to the citation will immediately and automatically retrieve the full text article.

Where a journal is not available electronically, LFP will also run a search against the Library catalogue to check for print holdings of that title.

LFP has now been activated within all possible electronic databases - currently over 14,000 electronic journal titles have been activated.

The implementation of LFP within UWS will be ongoing as more vendors become able to support the complex search requirements.

The combination of e-journal availability and LinkFinderPlus implementation allows the Library to provide seamless, enhanced access to resources, truly delivered to the client’s desktop - anywhere, anytime.

Digitisation of UWS theses

With assistance from the Vice-Chancellor’s Special Project Fund Grant, the Library undertook a special project to digitise UWS higher degree theses, facilitating our contribution to the Australian Research Council funded Australian Digital Theses (ADT) program. This initiative builds on our continued efforts to expand access to scholarly information to our own and the wider Australian academic community.

Digitisation of UWS Masters (by Research) and PhD theses will improve access and enhance transfer of research information contained in our theses by providing a full text version available from the desktop via the web. Excellent progress has been made and a total of 611 theses have been digitised to date, starting with digitization of recently submitted theses.

Access to the digitized theses is now available via the Library’s website http://library.uws.edu.au/ under e-Resources – UWS Digital Theses. Options are provided to search the UWS digital theses site for a specific topic/thesis, browse a list of UWS theses, or search the entire Australian Digital Theses database.
Client Satisfaction Survey provides positive feedback

UWS Library staff received highly encouraging and positive feedback from the results of the Rodski Client Satisfaction Survey in May 2003. This survey instrument is used by most Australian university libraries to assess and benchmark their performance.

The first survey was conducted at UWS in September 2001, soon after restructure and the move from a federated to unitary university. The substantial and significant improvements shown in the 2003 survey reflect the Library's efforts in continuous improvement to provide excellent service.

Three of our top ten performance factors include *Library staff provide quality service*, *Requests for information are followed through*, and *Library staff provide accurate answers*. In other words, not only are these factors among the most important issues to our clients, they are also being performed well by the Library. The Library's top ten performance list includes seven survey factors directly related to staff.

The main improvement opportunities identified include factors such as *Number of library computer workstations is adequate*, *Library collections*, *Photocopying and printing facilities*, and *Opening hours*. In response to feedback, the Library is planning to provide more computer workstations for 2004. These, together with other improvement opportunities are being addressed over the next twelve months as part of our quality assurance process.

UWS Library is now ranked in the second quartile (top 50%) as compared with the third quartile in 2001. We are working towards achieving a ranking in the top comparative quartile in 2005, and to establishing new benchmarks across the sector.

The full survey report can be found on the Library website.

University of Western Sydney - Library Results 2001 & 2003

UWS Library introduces ultra-modern printing and photocopying services

The Library is proud of its commitment to using advanced technology in delivering quality services to the university community, and the start of the 2003 autumn session ushered the introduction of an ultra-modern cashless system for student and staff printing, photocopying, and desk sales service across all campus libraries and IT laboratories. Library staff and student trainers were on hand to ensure smooth transition to these new services at costs that have been maintained at 1998 levels.
Library wins Vice-Chancellor’s Excellence Award for Professional Service

Library staff were delighted in December 2003 to win the Vice-Chancellor’s Excellence Award for Professional Service. The Library’s success depends as much on the teams of frontline and behind the scenes staff working steadfastly towards bringing scholarly information and services to life across UWS, as it does to the strong support we receive from the University community.

The award was richly deserved, and a very real public acknowledgement of all the effort, endeavour and resulting achievement of the last three years, throughout which the ‘path’ has occasionally been rugged, winding and uphill. All staff should feel justifiably proud of this recognition.

Redevelopment of the Library website

The Library updated its website, with a new look and feel, and enhanced utility.

Feedback received from students and staff last year was taken into account with the aim of improving navigation and making it easier to find what is needed when it is needed, with a minimum of ‘clicks’.

New features include ‘Shortcuts’ simplifying use of the site and giving prominence to frequently requested items, detailed information on our Education and Training sessions, new and improved assistance with using EndNote, and electronic copies of our Newsletter. Databases and e-Journals have been combined to form a single listing, searchable by subject, title and availability.

The new look is carried to the Library catalogue Voyager, enhancing access to Library services and materials. We welcome feedback via the new ‘Contact Us’ link, available in the banner on all pages.
Client Services

Clients entering libraries

During 2003, 1,862,813 clients entered UWS libraries, an increase of 3.49% on 2002 when 1,800,031 clients entered the Library.

Loans

UWS libraries loaned 573,629 items and renewed loans for 154,571 items in 2003 compared with 564,662 loans and 114,753 renewals for 2002. This represents an increase in the number of loans by 1.59% and an increase in the number of renewals by 34.7%.
Growth in inter-campus borrowing

Inter-campus borrowing of Library materials, formally introduced after unification in 2001 has been a runaway success, especially with changing campus profiles, including course rationalization and consolidation at each campus. Statistics showed a 14.52% increase over 2002 and totalled 62,159 inter-campus loans.

Library plays key role in Information Literacy

Information Literacy is an articulated Graduate Attribute of the University of Western Sydney and in early 2003, the Library working in close collaboration with academic staff, designed a new Information Literacy Framework for programs offered across all campuses of the University. This program is aimed at ensuring that all students have the opportunity to attend an Information Literacy session, and takes an incremental approach beginning with the development of a set of generic information skills for first year students.

The Library was delighted with the high uptake rate, with an enrolment of 16,149 participants in 1,214 presentations to groups across the University. Each session was evaluated and the results will inform the Library’s own evaluation of the program and identify areas for enhancement.

Holistic library service from one Service Desk

The geographical placement of students, staff, and physical resources spread over six diverse campuses and seven relatively small libraries provides the UWS Library network with significant management challenges in uniform service delivery.

Following consultations with staff in mid-2002, a decision was taken to implement the provision of library services from one desk, as was currently the case at three of our seven campus libraries, across the Library network.

This involved designing modular desks for flexibility and was successfully implemented at all campus libraries in 2003, with the exception of the Ward Library. The current design of the Ward Library makes it difficult for all services to be provided at all times from one Service Desk. The design problems evident in this building will be addressed as a priority, subject to the availability of funds.
Library tours

Throughout 2003, 2,265 clients participated in 297 Library tours across all campus libraries. The tours introduced clients to both the physical and electronic resources and services offered by the Library. Liaison Librarians attended orientation sessions organised by the Schools and UWS International to welcome new students, advertise Library tours and give a brief overview of Library resources and services.

Facilities management

The UWS libraries are amongst the most heavily used public buildings on our campuses, and are in constant need of urgent or minor repairs. In 2003, a total of 420 urgent and minor maintenance requests were forwarded to Capital Works & Facilities as part of an ongoing program of facilities maintenance and remediation.

Rapid response to online client feedback

Online feedback was first introduced in January 2001 to give clients the opportunity to have ‘Your Say’. In February 2003, ‘Your Say’ was replaced by ‘Contact Us’ to provide greater functionality and rapid response to comments, suggestions, and feedback from clients, including those experiencing difficulties or requiring assistance in accessing services. In 2003, 1,191 feedback items were dealt with, and 97% of these items were responded to within 48 hours. Loans (including renewals and overdues), Information Services, and Off-Campus Access comprised more than 66% of client feedback.

Printing & photocopying

Clients made over 2 million prints and over 4 million photocopies during 2003. Copy and print volumes at the Bankstown and Parramatta libraries accounted for almost half the total Library volume. Clients swiped their UWS ID card through the card readers over 2 million times to access printing and copying equipment.
The Collection

Size of monograph collection

As at 31st December 2003 the total size of the monograph collection was 726,491 items.

Items added to monograph collection

During 2003, 35,387 non-serial items were acquired compared to 33,534 in 2002. This is an increase of 5.53%.

eBooks

As at 31 December 2003 UWS subscribed to 1,276 netLibrary books.

During 2003 these titles were accessed 3,334 times.

New and better access to information resources and services

Through discerning exploitation of information technology and e-publishing, the Library has succeeded in providing previously unparalleled access to the world of scholarly journals and research literature. In 2003, the Library added 580 new individual electronic titles to the collection, and successfully negotiated access to both JSTOR [Journal STORage Project] and ScienceDirect backfiles, adding great depth to refereed scholarly journals available to researchers and to students. Negotiations underlying the provision of such expanded access are frequently prolonged and challenging, however the rewards reaped in terms of collection depth and high level research support more than offset such effort. The Library continued to enhance its impressive range of digital collections and online services to make them more accessible to students and staff anytime anywhere.
Planning and Quality Improvement

Developing a quality program for the UWS Library

In November 2003, the University of Wollongong Library, winner of the Achievement in Business Excellence Award at the Australian Quality Awards in 1996, was commissioned to provide independent and expert advice on the best starting point and optimal approach to developing a viable and sustainable quality assurance program for the UWS Library. An Organisational Self Assessment (OSA) questionnaire administered to staff and reviewed by Wollongong University Librarian Felicity McGregor and Margie Jantii, Quality and Marketing Manager. The OSA was used to examine the overall health and vitality of the UWS Library.

While acknowledging that the Library faced many of the constraints and challenges of its parent institution including the amalgamation of campus services and growing competitiveness within the higher education environment, the OSA Consultants found that the Library had positioned itself strategically to manage these multiple challenges to its immediate environment. The OSA findings indicated a close congruence of views between managers and staff in important areas including communication, performance measurement, and training, and agreement on the need for regular assessment and continuous improvement of strategies, processes, products and services against recognised standards of excellence.

The Library is now at a stage of its organisational development to enable us to embark seriously on our Quality Journey.

Strategic planning for the next triennium

A representative group of staff from across all areas of the Library met in November 2003 to draft the Library’s Strategic Plan for the next triennium, and revisited its Vision, Purpose and Values. Over a two day period, the group drafted strategic objectives, initiatives, and key performance indicators.

The draft Strategic Plan was then made available to all staff and workshops held for staff to discuss, review and provide critical comment on proposed objectives, initiatives, and performance measures for the next three years. Staff also had an opportunity to provide input to the Library’s new Vision, Purpose and Values which are included in this Report, and are now prominently displayed in all campus libraries.

Client Service Charter

The UWS Library Client Service Charter was approved by the Library Advisory Committee at its meeting on 19 September 2003. This Charter outlines how we aspire to best serve our students and UWS colleagues, and includes information on our standards and how we will measure performance in delivering services and maintaining focus on client needs.

Copies of the Charter are displayed in all campus libraries, and can also be found on the Library website at library.uws.edu.au/cs_charter.phtml.

The Library will regularly review the Charter and our performance against its standards, and we welcome your input and contribution to these reviews.
Space and facilities planning

Space continues to be a premium and varies at each of the campus libraries, depending on the age of each building, its original design, and any subsequent additions or refurbishments. In November 2002, the University commissioned specialist Library Consultants Hamlet-Jennings to carry out a Space Planning Study of the entire UWS network of libraries.

The Consultants identified problems and inefficiencies at all libraries including service points, severe over-stacking of collections, IT spaces, Group Study Room spaces, building orientation, and noise issues. Loading docks and service areas for sorting and processing materials are inadequate, resulting in serious workflow and efficiency issues at all libraries.

The study resulted in a series of strong recommendations to address space and functional misalignments at each of the campus libraries. The Consultants’ recommendations, including building remediation totalling $6.5 million, were submitted in 2003 for consideration and implementation, funding permitting.

Further to the remediation plans, consultants Hamlet-Jennings recommended that UWS consider the efficacy of providing two major library services on the Penrith campus (Ward Library at Penrith Werrington and Allen Library at Penrith Kingswood), particularly in light of changing curriculum and student population moving from Werrington to Kingswood. The Ward Library serves a decreasing student/staff population at Penrith Werrington, and a much smaller Allen library, serves a student/staff population at least four times larger than Werrington on the Kingswood campus. Regrettably, neither the Ward nor Allen libraries could be successfully reconfigured to accommodate combined collections and services of both sites.

The UWS Board of Trustees in December 2002 approved the investigation of the viability of constructing a new library facility on the Penrith Kingswood campus, and funding was provided within the 2003 Capital Works Budget to engage Hamlet-Jennings Consultants to assist in preparing a preliminary design brief. A comprehensive preliminary design brief for a ‘state of the art’ library was completed in June 2003 costed at between $30-35 million. Budgetary and capital works constraints indicate little likelihood of proceeding with the ‘new library’ plans in the foreseeable future.
Staff and Staff Development

Staff training & development activities

In 2003, a total of 99 staff participated in 228 staff training and development activities.

Of the 228 staff development activities attended in 2003, 115 or 50.44% attended training organised by the University’s Professional Development Unit, 59 or 25.88% attended training organised in-house, and 54 or 23.68% participated in courses and conferences.

A further 15 staff received study leave and study fee assistance in undertaking formal award courses in library and information services and computing.

The Library congratulates the following staff on successfully completing their studies in 2003 whilst juggling their work and family commitments:

- Ms Lucia Liu—MSc in Internet-working, University of Technology, Sydney
- Ms Jane Parkin—Graduate Diploma in Information Management and Systems, Monash University
- Ms Jennie Rawlings—Diploma in Library and Information Services, Mt Druitt TAFE

Staff Skills Audit

A Library Staff Skills Audit was conducted in July 2003. The Skills Audit provided a strategy for determining and developing a comprehensive list of critical skills and competencies for positions at all levels across the Library. The Audit was also a diagnostic tool to help staff identify and acquire the skills and training needed to effectively carry out their duties.

Following the Audit, consultations between staff and supervisors were held, and priority new and refresher training areas were identified for implementation in 2004.

New training areas included providing Library staff with the skills required to train others (Train-the-Trainer), providing efficient document delivery services and monographs and serials claims processing.

Refresher training areas included negotiation skills, effective written communication, presentation skills, advanced browser knowledge, responding to database access enquiries and pre-order bibliographic checking.

The findings of the Audit also underpinned the formulation of a staff development framework for the Library. The University Librarian made a presentation on this subject to the CAUL meeting of 8 September 2003.

Papers and presentations by UWS Library staff in 2003

Curach, Liz. Preliminary concept paper on the need for a new UWS Library at the Penrith Campus. For consideration by the UWS Board of Trustees Capital Planning and Development Committee, 17 February 2003.

Curach, Liz. UWS Library Staff Skills Audit. Presentation to the CAUL meeting, 8 September 2003.

Norman, Mark. Presentation on the Penrith Library Building Design Brief. UWS Board of Trustees Capital Planning and Development Committee meeting, 17 July 2003.

Staff list

Office of the University Librarian
University Librarian: Liz Curach
Executive Officer: Carol Robins
Administration Assistant: Maggie Cooper
Copyright Officer: Frank Hill

Library Managers
Associate Librarian—Client Services (Acting): Meg Boness
Associate Librarian—Corporate Services: Robyn Benjamin
Associate Librarian—Development: Mark Norman
Client Services Librarian – Information Services (Acting): Margaret Pavincich
Client Services Librarian – Lending Services: Joanna Szoloch
Library Systems Manager: Lisa Tyson
Project Management Librarian: Rishpal Sidhu
Resources Management Co-ordinator: Roberta Jack

Development
Quality Assurance & Staff Development Librarian: Christina Roy
Executive Officer: Dianne Gurnett

Systems
Electronic Services Librarian: Lisa McIntosh
Team Leader, Desktop Network Services: Cory Davis
Workgroup Server Administrator: Tahier Matthews
Web Development Officer: Lucia Liu

User Support Officers
Michael Gray: Natasha Ristov
Matthew Sherwood

Law Librarian
Narelle King

Campus Librarians
Peter Butler: Cheryl Harris
Christine Merlino: David Sinfield
Ilse Hillermann: Geraldine Thomas (Acting)

Liaison Librarians
Morlin Atkins: Lourdes Katague
Alex Brown: Joy Keast
Carolyn Cahill: Ila Kumar
Jenny Davies: Geoffrey Lattimore
Tracy Donelly: Miluse Machytkova
Kirsty Dunk: Ravinder Manne
Lorraine Evison: Maryrose Mooney
Tanya Golden: Aranka Morton
Frances Guinness: Narelle Oliver
Heather Hansen: Maureen Hunt
Katherine Howard: Anita Ozols
Cathi Humphrey-Hood: Rohini Patil
Maureen Hunt: Kate Patrick
Judith Powis
Katherine Raper
Susan Robbins
Carol Robson
Kaysha Russell
Manju Singh
Myra Vandine
Pamela Woolford
### Lending Services Coordinator
- Kathie Collins
- Linda Nixon
- Tracey Tishler
- John Ellem
- Vicki Owsnett
- Maria Jelinek
- Wendy Scruci

### Lending Services Team Members
- Wendy Allan
- Kelly Austin
- Denise Brennan
- Wendy Budd
- Rita Doyle
- Nadia Duncombe
- Beverley Edwards
- Vicki Grumitt
- Stephen Huynh
- Vera Kaliczinsky
- Lynette Kelly
- Deborah Kitto
- Rachel Kovac
- Chrysoula Kypriotis
- Chandra Lal
- Elizabeth Marshall
- Angela McColl
- Tracy Paolucci
- Jane Parkin
- Renae Payne
- Marisa Pignone
- Denise Prowse
- Jennie Rawlings
- Bronwyn Sandells
- Sandra Shipway
- Richard Smith
- Philippa Stott
- Angela Talia
- Jennifer Thomas
- Eva Trzicky
- Carol Turckington
- Glenda Veitch
- Angelo Vumbaca
- Gregory Wall
- Jasmine Wilson
- Linda Woolley

### RM Team Leaders
- Di Dougall
- Rhonda Flowers

### 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
- Nola Hickson
- Margaret McIntosh
- Lynette Morrison
- Madhu Naidu
- Jan O'Neill
- Sue Oram
- Tammy Phommalysack
- Audrey Pillen
- Lourdes Punsalan
- Josephine Radcliffe
- Linda Reinhardt
- Shami Shah
- Denise Shanahan
- Anya Smeaton
- Dale Taylor
- Denice Thomson
- Shirley Von Brasch

### Administrative Assistant
- Leanne Chie