



VATL Annual Report 2009

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EXECUTIVE REPORTS

Convenor's Report

It has been quite a busy year for everyone this year and there are a few significant outcomes for VATL members, which are worthy of highlighting.

Following on from last year's successful launch of the online statistics format, the working party have continued to be active in further reviewing and refining the process of collecting meaningful and consistent statistics for VATL members and I would like to again thank them for their energy and dedication to the task. If any sites have not completed their 2008 statistics, could you please ensure these are done as soon as possible, so an early start can be made on 2009 figures.

This year also saw six Institutes undertaking the Insync TAFE-oriented survey, five of these for the first time. The TAFEs who took part were Sunraysia, Goulburn Ovens, NMIT, Chisholm, Box Hill & Holmesglen. The results of this survey have given each of us a good benchmarking opportunity in addition to the direct feedback on our individual institutes' performance.

The other significant event for this year was the recent Canberra workshop. This very successful event was made possible by the hard work of the organising committee of Amy, Colin, Heather and Paul and by the generous financial support of the TAFE Development Centre. This workshop was unique for a couple of important reasons. The first was that it was a combined workshop by all three groups of Cataloguing, Acquisitions, Serials & Systems; Liaison Information & Training & Management Interest Group and the second was the professional development opportunity for so many members, with representation from all member Institutions.

VATL Executive Members 2009

Chair: Ms Zita Youens Manager, Learning Commons Holmesglen	zita.youens@holmesglen.edu.au (03) 9564 1610
Secretary: Ms Fran Dodd Team Leader Library Services Central Gippsland Institute of TAFE	frand@gippstafe.vic.edu.au (03) 5127 0207
Treasurer: Ms Heather Coutts TAFE Liaison Librarian Hawthorn Campus Swinburne University Of Technology	hcoutts@swin.edu.au (03) 9214 8719

TLA VATL Rep: Mr Jim Badger Executive Manager Box Hill Institute of TAFE	j.badger@bhtafe.edu.au (03) 9286 9247
CASS Convenor: Mr Colin Sutherland Systems/Technical Services Coordinator Chisholm Institute of TAFE	colin.sutherland@chisholm.edu.au (03) 9238 8375
MIG Convenor: Mr Paul Kloppenborg Library Manager William Angliss Institute of TAFE	paulk@angliss.vic.edu.au (03) 9606 2235
LIT Convenor & Web Editor: Mrs Amy Rossiter Dandenong Campus Librarian Chisholm Institute of TAFE	amy.rossiter@chisholm.edu.au (03) 9212 5291

Thanks to all executive members for their support and enthusiasm during the year. Thanks also to all members of VATL for their involvement and support. The Interest Group Convenors and TAFE Libraries Australia representative will report separately on their activities.

Zita Youens, Holmesglen Institute of TAFE

Treasurer's Report

VATL started 2009 with a bank balance of \$7,485.53.

As at 27/11/09 the balance is \$5,342.55.

Expenditure was a little above income, with expenditure of \$14,367.03 and income of \$12,224.05. Individual amounts are itemised in the accompanying table for VATL Finances 2009.

This year we commenced paying Colman & Associates \$900 per annum (3 payments of \$300) for maintenance to our Statistics software.

We also paid \$714.75 to Jumba online to host the VATL website for the next two years.

The biggest expense for the year was our major Canberra event. A separate list of income and expenses for Canberra can be found at the bottom of the VATL Finances sheet.

The total outlay for the Canberra workshop was \$11,137.85. After payments from participating institutions and the grant from the TAFE Development Centre of \$4,000, the cost to VATL for the day was \$4,867.85.

VATL also de-registered for GST this year which means the committee is no longer required to complete quarterly BAS statements.

Heather Coutts, Swinburne

Opening balance:31/12/08 \$7485.53

	\$ AMT		\$ AMT
<u>JAN. Income</u>		<u>JAN.Expenditure</u>	
	\$0.00	CBA Merchant fee	\$11.15
		K. Dauksza –reimb. Gifts for CASS	\$59.94
<u>FEB. Income</u>		<u>FEB. Expenditure</u>	
ATO- BAS refund	\$144.00	CBA Merchant Fee	\$11.00
		Colman & Assoc. stats software ma	\$300.00
<u>MAR. Income</u>		<u>MAR. Expenditure</u>	
	\$0.00	CBA Merchant Fee	\$11.00
<u>APR. Income</u>		<u>APR. Expenditure</u>	
	\$0.00	CBA Merchant Fee	\$11.00
		P. Kloppenborg - reimb. Gifts-MIG	\$43.98
		Buffet Brassiere- MIG - morning tea	\$170.00
<u>MAY Income</u>		<u>MAY Expenditure</u>	
BAS refund	\$22.00	CBA Merchant Fee	\$11.00
Subs-Box Hill, BRIT, VU	\$900.00	Colman & Assoc. stats software ma	\$300.00
Subs - Holmesglen	\$300.00		
Subs - E Gipps, Ballarat, Sunraysia	\$850.00		
Subs - RMIT, Chisholm	\$650.00		
Subs- Wodonga	\$250.00		
<u>JUN. Income</u>		<u>JUNE Expenditure</u>	
Interest	\$0.78	CBA Merchant Fee	\$65.73
Subs- Goulburn Ovens	\$227.27	Vicnet- mailing list renewal 1 yr.	\$55.00
Subs- Gordon and GippsTAFE	\$500.00		
CAS workshop	\$60.00		
Subs - Kangan Batman	\$300.00		
Subs - Swinburne & CAS workshc	\$350.00		
CAS workshop	\$540.00		
Subs - William Angliss	\$250.00		
Subs - SW TAFE	\$250.00		
CAS workshop	\$60.00		
Subs - NMIT	\$300.00		
<u>JUL. Income</u>		<u>JUL. Expenditure</u>	
	\$0.00	CBA Merchant Fee	\$29.18
		Impressive Platters- CAS workshop	\$435.30
		Travelworld Mentone - deposit Can	\$2,000.00
		Kathleen Daukska- reimb. Gifts- C/	\$107.45
		ATO- BAS payment	\$469.00
<u>AUG. Income</u>		<u>AUG. Expenditure</u>	
	\$0.00	CBA Merchant Fee	\$11.00
		Amy Rossiter- reimb. gifts- LIT even	\$29.90
		Jumba online services-website hos	\$714.75

<u>SEP. Income</u>		<u>SEP. Expenditure</u>	
Wodonga- Canberra payment	\$100.00	CBA Merchant fee	\$11.00
V.U, G.Ovens, RMIT, Sunraysia, Gordon, BRIT-Canberra payment	\$550.00	Brenda Burr- Reimb 2 return airfares from Albury to Canberra	\$603.38
Ballarat-Canberra payment	\$100.00	Travelworld Mentone- balance airfa	\$6,840.00
Kanqan Batman - Canberra paym	\$100.00		
<u>OCT. Income</u>		<u>OCT. Expenditure</u>	
GippsTAFE - Canberra payment	\$150.00	CBA Merchant Fee	\$52.53
W.A and Chisholm- Canberra pay	\$350.00	Colman & Assoc- Stats software m	\$300.00
Box Hill- Canberra payment	\$100.00		
Chisholm - Canberra payment	\$220.00		
J Badger- Canberra payment	\$50.00		
NMIT - Canberra payment	\$100.00		
Holmesglen - Canberra payment	\$150.00		
Swinburne - Canberra payment	\$100.00		
<u>NOV. Income</u>		<u>NOV. Expenditure</u>	
TAFE Development Centre	\$4,000.00	CBA merchant fee	\$19.27
E. Gipps TAFE	\$100.00	H. Coutts- reimb. gifts- Canberra	\$76.47
SW TAFE	\$100.00	Bensley's Bus & Coach	\$770.00
		Order-In- Lunch - Canberra	\$848.00
Total income to 27/11/09	\$12,224.05	Total Expenditure to 27/11/09	\$14,367.03
Closing balance: 27/11/09	\$5,342.55		
Heather Coutts			
VATL Treasurer			
27-Nov-09			

SUBSIDIARY GROUP REPORTS



Cataloguing Acquisitions Serials and Systems (CASS)

The Cataloguing Acquisitions Serials and Systems Group provides a forum for the sharing of information and skills relevant to acquisitions and collection development in TAFE Libraries. It enables TAFE Library staff to network information and policies across the state.

2009 Committee:

Colin Sutherland (Convenor) Chisholm Institute	Michael Todd (Secretary) BRIT
Kathleen Dauksza NMIT	Krystyna Derwinska RMIT
Michael Cunningham Kangan Institute of TAFE	

The CASS Committee ran only one workshop this year due to the demand on the organising committee of the interstate Canberra Workshop.

The CASS workshop had an Acquisitions theme, and was held at RMIT Swanston Library on Friday 29th May.

The first session began with Norma Tovey from Maxus Australia who gave a demonstration of BookWhere a Z39.50 search engine which allows the capture and download of marc records. Norma also gave us an overview of the other products Maxus distributes.

This session was followed by a demonstration by the sales team of DA Information Services on the range of Ebook readers they are currently selling. They also showed us how different file types can be displayed as well as Ebook and electronic newspaper subscriptions.

After lunch Michael Cunningham chaired a shared workshop on 'Acquisitions Workflow'. A representative from each Victorian TAFE library was asked to present a 15 minute talk on their own workflow. This was a very long but interesting session, many attendees asked questions and gained an insight into new ways to improve and streamline their own workflow. It was noted from the feedback forms that the day was a great success.

The Committee is planning on having 3 CASS workshops in 2010 with the final workshop being another special libraries tour, probably in November.

Finally a special thank you to the members of the Committee for their continued enthusiasm, ideas and support during 2009.

Colin Sutherland, Chisholm Institute of TAFE



Management Interest Group (MIG)

The first MIG event was in April and held at Victoria University. The theme was Got what it takes?: Career development and workforce skills and two speakers presented.

Karen Kealy from the University of Melbourne on Workforce planning and career development for library staff in the 21st century & Donna Leung from Yarra Libraries with a topic entitled: Any Old Library Job versus The Job You Really Want. There was about 20 people in attendance. Next up was on Wednesday 8th July 2009, when the CEO of William Angliss presented a talk entitled: The Bradley Report and Skills Reform Agenda Victoria: Changes on the way. This was an extremely engaging and informative presentation with particular relevance to the current TAFE library scene. Paul Kloppenborg gave a brief report on the VATL staff competency and skills survey from 2008, which forms the basis for a paper to be delivered at the People in the information profession conference at Victoria University in October. Unfortunately only about 15 people attended which was a little disappointing.

The regional MIG trip to Albury-Wodonga was postponed due to the Canberra event being organized.

In 2010, I will be looking at either 2 metropolitan and 1 regional smaller events (like what we currently have been doing) , Or 1 larger metropolitan and 1 larger regional event in combination with LIT or CASS.

Paul Kloppenborg, William Angliss Institute of TAFE



Liaison, Information & Training (LIT)

<p>Maha Abed Swinburne University of Technology mabed@swin.edu.au</p>	<p>Stewart Brown Sunraysia Institute of TAFE sbrown@sunitafe.edu.au</p>
<p>Donna Byrne University of Ballarat d.byrne@ballarat.edu.au</p>	<p>Sue Dalton & June Gale Holmesglen Institute of TAFE Sue.Dalton@holmesglen.edu.au June.Gale@holmesglen.edu.au</p>
<p>Dave Jennings William Angliss Institute of TAFE davej@angliss.edu.au</p>	<p>Rosemary Kelleher Bendigo Regional Institute of TAFE rkelleher@britafe.vic.edu.au</p>
<p>Peter Nagels Kangan Batman Institute of TAFE pnagels@kangan.edu.au</p>	<p>Amy Rossiter - Convenor Chisholm Institute of TAFE amy.rossiter@chisholm.edu.au</p>
<p>Jenny Tripp Victoria University Jennifer.Tripp@vu.edu.au</p>	<p>Dianne Wisth Northern Melbourne Institute of TAFE diannewisth@nmit.vic.edu.au</p>

Summary:

- Commenced the year with 6 members – now have members from 10 different Institutes
- Facebook page membership increased from 25 in 2008 to 42 by November 2009:
<http://www.facebook.com/home.php?ref=home#/group.php?gid=20435683973&ref=ts>
- Organised one event, 'Liaison & IL Revisited', Monday 6th July 2009, Central Gippsland Institute of TAFE – Yallourn Campus. The event attracted 30 attendees representing 11 different TAFE Libraries and included a campus tour, workshop and the following presentations:
 - o 'Changes in IL and liaison at Monash' Debbie Leatham – Monash University Library (Gippsland Campus)
 - o 'Two IL scenarios: Faculty of Medicine, Nursing & Health Sciences vs. Faculty of Information Technology' Myles Strous – Monash University Library (Gippsland Campus)
 - o 'Constructing bibliographies using Moodle' - Sandra Curtis, GippsTAFE
 - o 'Using Facebook, Twitter and You Tube in education' – Jo Menzies, GippsTAFE
 - o 'Using Lib Guides for the online delivery of library guides' – Heather Brimblecombe, GippsTAFE
 - o 'SirsiDynix Rooms project' – Janet Scriggins, Chisholm Institute of TAFE
- Held 2 meetings during the year with one planning day still to come (4th Dec)

Amy Rossiter, Chisholm Institute



VATL Representative, Jim Badger

The TAFE Libraries Australia (TLAC) group has teleconferenced quarterly throughout 2009 and has begun to find its feet as a working committee. It has been a busy and productive year. TLAC has submitted a paper to the ALIA 2009 Peak Bodies Forum on the state of TAFE libraries, put forward a submission to the ALIA National Advisory Congress, is reviewing TAFE use of ERA products, is working on national statistics gathering, has collected typical Position Descriptions from across Australia and has successfully submitted an EOI for a TAFE stream in the 2010 ALIA Access Conference to be held in Brisbane. The first face-to-face meeting of TLAC is planned for February 2010, to be held at William Angliss, just before VALA.

MEMBER LIBRARY REPORTS

Bendigo Regional Institute of TAFE

The External Environment

Like all other Victorian TAFEs Bendigo TAFE worked towards remaining sustainable and viable with the new changes in government policy around contestability, eligibility and funding. The economic downturn has had a negative impact on the numbers of building apprentice enrolments.

Bendigo TAFE

- Bendigo Institute of TAFE was rebranded as Bendigo TAFE.
- In early 2009 the Bendigo Technical College was integrated into Bendigo TAFE and is now called BTEC.
- One of the two general managers left the TAFE and a new General Manager of Organisational Development and Support, Ray Magid, was appointed. The Library reports to this manager.
- A new International teaching program has commenced with some teachers travelling to China and some Chinese students studying in Bendigo.
- A major restructure of the teaching centres commenced in October and is expected to be completed at the end of December.
- An important and long overdue project commenced in mid 2009 which aims to improve the Bendigo TAFE internal and external web pages.
- Bendigo TAFE is preparing for an AQTF audit due in February 2010.

The Library

Staff

The Library team managed to keep operations running smoothly despite an unusual amount of illness and injury in 2009. There was a big effort towards self improvement with three members of staff undertaking the Diploma of Information Services via distance education, one person completing the Master of Applied Science (Library & Information) and one person completing a Graduate Certificate of Organisational Change. All Library staff participated in two team days looking at team dynamics using the TMS methodology. Technical services Librarian Narelle Stone and the VATL statistics working group did a great job in completing the set up for the online collection of VATL statistics – well done.

The Acquisitions team joined the Canberra trip organised by VATL (and got a great deal out of it).

Facilities

The branch library at the trade campus (Charleston Road) was suddenly relocated at the end of term three due to building works. It has moved into a small room where it will stay until the library is completed in the new hub building, ETA July 2010.

Services

A new collection has been developed in collaboration with the English language teachers to support the influx of international students and new migrants learning English. It is called the Independent Learning Collection and the paper based and AV resources are colour coded in order of reading /speaking level for the students to learn at their own pace.

The adoption of a Screenrights licence has allowed us to add many new AV resources to the collection and revitalise this area.

The information librarians worked on a liaison project with the teaching centres which has better aligned our services and resources with Bendigo TAFE's major priorities.

The serials budget was halved in 2009. A major review and deletion of titles was completed.

The Mines Book Shop housed within the Library but managed separately was integrated into the Library structure in the second half of the year.

Box Hill Institute of TAFE

The long-term plan of transitioning from a traditional mode of operation to a Learning Commons model moved a step further in 2009 with the completion of refurbishment of the Elgar Library following the merge of the Engineering Library collection.

New furniture and equipment, fresh paint, trial circulation desk arrangements (and the demolition of the 1970s circulation desk!) the introduction of streaming video products, new electronic LibGuides, new high-end CAD workstations, large screen TVs to feed information to patrons, improved hours of access, a comprehensive weeding program and self-check units coupled with a media repackaging program to encourage patron self-service marked the year's progress towards the Library's ultimate goal.

All three branches ran vigorous exhibitions and publicity programs, as well as helping raise money for Victorian bushfire and tsunami relief in Samoa. Library Week and Harmony Day as well as Christmas were celebrated with the Library's legendary panache. Staff ran a very successful library component in Box Hill's first Summer school "Introduction to TAFE". The Library ran sessions as well as joined sessions in e-Learning week, while several staff completed further qualifications.

Jim Badger - Executive Manager - Centre for Library



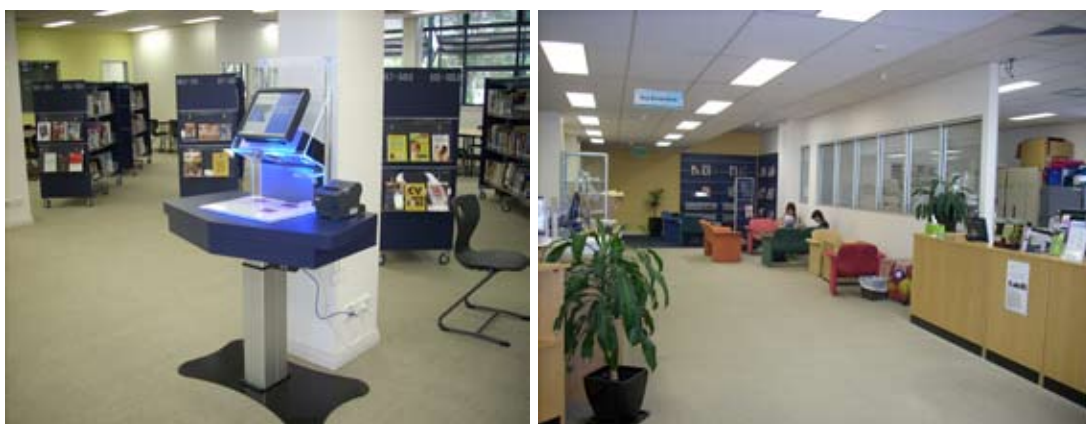
Central Gippsland Institute of TAFE

2009 has been a very busy year for the GippsTAFE Library Service.

New library furnishings, a new Library Management System, plus project involvement for library staff and planning for new facilities at two campuses.

In January, the Library staff undertook intensive training for our new Library Management System - Sirsi Dynix Symphony, and we went live in February. We are particularly pleased with e-library.

The Yallourn Campus Library installed new Raeco lower height shelving on castors with display ends. The shelving has modernised the Library. We also installed four QLS self-check units – one to each campus Library. These have been very well received and have reduced the number of loans issued manually.



Library staff have been involved in a variety of professional development activities during the year. They have attended VATL MIG, LIT and CASS events, with the highlight of the year the combined Canberra trip. GippsTAFE was very pleased to host the July VATL LIT event “Liaison and IL revisited”. It was great to see so many librarians at a regional event.

GippsTAFE also hosted a Libraries Australia Roadshow in August which provided an overview of all Libraries Australia services and explored ways in which organisations can fully utilise these services. This day was well attended by a range of librarians from public, university and TAFE sectors.

One Library staff member, Melanie, was seconded to a project “Creative uses of Social Software” where she assisted teaching staff to experiment with Twitter and Facebook in the classroom. Jo and Sandy also assisted with research for the project. The findings of this project were presented at Converge in December by Malcolm Jolly (Innovation Team Leader, GippsTAFE) and Melanie.

Sandy completed her Diploma of VET Studies and will now use her skills to design on-line information literacy tutorials for students. We subscribed to LibGuides this year and Heather is developing a template for all library staff to use for liaison guides and other possibilities. Our cataloguers Janine and Jacquie have been very happy with our new subscription to the online Abridged Dewey. As our staff move around the campus libraries and are not in the one workroom every day, the online DDC will assist with cataloguing on any site.

Chisholm had a successful year in 2009 with the launch of several new initiatives.

Firstly the library initiated a “Virtual Library Training” program offered via Chisholm’s Learning and Development Group. In this program Institute staff booked a time slot on-line and Library staff provided one- on one training for the staff member in electronic resources relevant to their teaching discipline.

The Library also ran its biannual inSync survey with very positive results which show a significant improvement in all areas compared to the 2007 results.

The MyPC PC booking system was successfully implemented. This system allows students to book a PC at any of Chisholm campuses and be certain of gaining access for the time booked. The Frankston library had some significant refurbishments made during the year which enhanced the student PC area.

Lastly, the Library and Information Management Department was reviewed by an external consultant. The review was positive and the main outcomes involved additional non-salary funding, upgrading of several positions to enhance career paths for staff and improve the overall structure of the Library.

Adrian Shaw



East Gippsland TAFE

2010 has seen EGTAPE library creating new collections for a number of incoming courses including Allied Health. In a busy year library services instigated a regular stocktake and conducted a review of remote collections as well as examined the processes for communication between librarians. The latter has seen an increase in regular face to face meetings

Library services worked with teaching teams to assess student work books for copyright issues and created up to date readings for teachers to use with their students. This led to the consolidation of electronic document resources collection for online readings for students.

Three major projects that will change the way library services at EGTAPE operate are about to commence. Bairnsdale campus library will undergo a major renovation starting in January 1010. Library services and student services will be part of a learning common with an extra storey being added to the existing building. Bairnsdale campus library will maintain an on campus service from Building 6 in Riverine St. This project should see completion in December 2010.

In the first week of December library staff moved the Forestech library to a temporary home whilst an extension and renovation of the existing space is undertaken January through March 2010. The Forestech library will double in size to meet the evolving needs of its users.

Preliminary discussions to establish the needs of user groups – including library services and student support services – are well under way at the Fulham campus of Sale for the construction of a new campus in town at the more accessible Port of Sale. It is envisaged that the new Sale campus will be constructed around a learning common to help provide a relevant and contemporary focus for our users' academic experience.

Gordon Institute of TAFE

The Gordon's library vision is to provide a dynamic and innovative access to information resources and services and to support key Institute strategies in relation to teaching and learning, research and innovation, people and culture.

2009 was a year of substantial changes at the Gordon and significant achievements and improvements for the library. The implementation of a new library management system took place at the beginning of 2009. After a rigorous evaluation process involving several vendors, Liberty 4 from Softlink International was selected as the new LMS. The vision was to have an independent system to deliver user experience and to pull together resources including web links. A simple interface with simple search boxes to be able to provide access to different types of media such as streaming audio and video as well as capabilities to rate and tag resources.



A new branch library opened in October 2009. Planning for the East Geelong campus library started in 2007 with a comprehensive building schedule detailing space requirements. Extensive research into contemporary learning spaces, a clear understanding of the current and emerging trends of students needs was conducted. As a result, the new library has been designed to accommodate a diversity of learning styles, incorporating environmentally friendly and sustainable features in its design. The collection was reviewed and updated to provide better access to resources and services. The new space is functional, flexible, with contemporary fittings and furniture. This new library saw the introduction of a RFID system from FE Technologies. The new state of the art building demonstrates a balance between the tradition of books and the future of technology. Library users have embraced the RFID system and virtually all check outs are self-service. The system has freed up staff to provide higher levels of service and support to the Institute community. The project involved tagging all the collection, installation of gates, self checkout kiosk and the application software. As technology advanced, library staff received training in many IT programs and a trial of the 23 things was implemented.

Engagement with diverse communities was fostered through participation in many committees and community involvement. Four students from four different community support areas were placed at the Gordon library for their work placement experience. Two Library students from Ballarat University and VU selected the Gordon for their work experience load.

Library staff worked collaboratively with teaching staff on several initiatives in the development of generic and information literacy skills for students. Integration of these sessions into the curriculum was a successful outcome for the Liaison librarians.

Information skills classes were heavily booked.

With the increasing availability of reference material in digital form, weeding of the print collection was undertaken. Considerable expansion in access to electronic resources including digital video libraries was developed to support e-learning and the more traditional teaching activities.

One of the key areas for improvements consistently identified was the need for more computer facilities in the libraries. As an alternative solution the introduction of laptops computers for loans was introduced.

A number of laptops were purchased from the library budget. These are heavily booked.

A number of library staff were recipients of staff excellence awards for their contribution to the Institute strategic initiatives.

2009 was a successful and busy year for the Gordon library.



Goulburn Ovens Institute of TAFE

The Information Access Section includes Library services, Bookshop services, and Intellectual Property guidance to the Institute. We have two main Library services with one joint use facility in Shepparton with La Trobe University and another facility at Wangaratta which is also a joint use facility run by the High Country Library Corporation.

Goulburn Ovens Institute of TAFE welcomed new CEO Paul Culpan in 2009 and at the end of 2008 the Information Access Section also came under new leadership with a new Manager of Thomas Greene, GM VET based at the Wangaratta Campus. Changes to the Institute structure are still evolving with various changes still taking place.

The year 2009 saw many changes across the Institute including the implementation of the Sharepoint software for a new staff intranet portal and upgrades in various other software systems.

Within the Information Access Section throughout 2009 we saw a number of staff take long periods of unexpected leave, which saw a few changes in staff extending their part time hours into full time hours. With staff now back to their usual time fractions. We also had a large number of staff completing various courses throughout the year with two staff also participating in the VATL Canberra workshop which they thoroughly enjoyed.

Bookshop services centralised operations at Shepparton in 2009 which saw a reduction of staff and an increase in Bookshop activities at the Shepparton location.

We ended the year with a copyright audit and festive celebrations.

Anne Ritter
Manager, Information Access
Goulburn Ovens Institute of TAFE

Holmesglen Institute of TAFE

2009 was another challenging year for resource acquisition, with Holmesglen currently delivering eleven Higher Education courses. The much publicised Bachelor of Nursing was just one of these, but actually required a great number of additional and quite expensive resources.

Streamed videos which were introduced in 2008 and added to in 2009, have been a big hit with the teaching staff who often no longer need to book videos and have them sent across campuses, although there are many topics not yet covered by these products.

In response to regular student complaints that with approximately 350 PCs over 3 campuses, there are not enough, it was decided to introduce a booking system to ensure equal access (for those who are organised anyway). In 2009 MyPC was introduced and is so far proving to be a useful piece of software, although the uptake of students pre-booking is nowhere near as high as it could be.

The Learning Commons also took part in the ALIA sponsored “Rebuilding with Books” project for the bushfire victims and were pleased to have raised \$1020 across the campuses.

2009 also saw the first year that a consortium price was offered to VATL members by Insync for a TAFE focused Client Satisfaction Survey in Victoria. Holmesglen took part for the first time, along with five other TAFEs, four of which were also first timers. Even though there were very few surprises, it was still a very useful exercise for planning purposes and the benchmarking opportunity.



Kangan Batman Institute of TAFE

During January considerable effort was placed in redesigning and updating the Broadmeadows LLC (our biggest and busiest campus) to make it more modern and appealing to our students. Photo of the new arrangements are presented below.



Bookshop which is managed by the LLC took part in the pilot of the Kangan Batman TAFE “Lean management project”. It was a great success and has been acting as a showcase for the rest of the Institute.

LLC provided a range of activities during Australia Library Week. It was a big hit with the students with the week proving to be our busiest week for the year. “Reptile Encounters” showcasing some Australian reptiles proved to be our most popular activity particularly with the International Students.

LLC co-ordinated the 6 week copyright survey during the second half of the year.

Work started on the second stage of Automotive Centre of Excellence. There are two separate libraries within this building. It is expected to be ready in 2011.

Number of visitors to the LLC continues to increase while there was a drop in circulation.

Mehmet Tuncel, Kangan Batman

Two major library building projects began - a total renovation of a 3-storey heritage building at Fairfield which is due for completion next year, and a purpose built 2-storey building at Epping. Both will be known as Student Centres and will integrated a range of support services. At both there will be a 24/7 access pc lab and at Epping a gymnasium is also being incorporated. It is anticipated that the buildings will be ready for occupation by the end of 2010 and mid 2011 respectively.

The library staff together with the institute's information operational staff form the Information Services department. In 2009 library staff were more involved than ever in information and enrolment tasks. Significant training was undertaken in response to Skills Reform changes and subsequent updates to NMIT's Student Management System to ensure quality client services at all Information Services points. Library staff manage all after hours enrolments and enquiries.

The library was integral to the production of Academic Integrity documentation and the introduction and implementation of Text-matching software "TurnItIn" for Higher Education staff and students. The Coordinator Library worked with Higher Education Advisory Committee for the compliance issues and Faculty Librarians delivered the training required for both Higher education staff and student cohorts.

Faculty Librarians and senior library staff worked in collaboration with the Institute's Research and Development department for scoping proposed degrees at NMIT. Library staff were involved with verification of suggested resources' bibliographic details and researched and recommended alternative and additional resources.

For the first time the library undertook an InSync survey. This was in "partnership" with a group of 5 other TAFE Institutes. At NMIT 1200 responses were gathered across all campuses, departments and course delivery levels. To complement the data comparing TAFEs we also commissioned the additional processing of our data against Victorian universities. The resulting data was deemed important to benchmark for our Higher Education cohorts. The review of the plethora of data will inform the Library's Operational Plan to be presented to Management by the end of February 2010.

The inaugural AQTF survey was managed by the library. This involved both technical and administrative processes. A review, with recommendations, has subsequently been presented to Management for future AQTF surveys.

From 2010 EBSCO has been chosen as our preferred supplier for periodicals. This decision was based on the ability to maximise the online advantages offered by EBSCO.

Three department staff were awarded TDC scholarships: Library Technician - 3 modules of Certificate IV in Training and Assessment; Bookshop Officer - Certificate IV in Retail Management; Information Operations Officer - Diploma of Management.

The library has deliberately sought to increasingly acquire online access to periodical resources where possible. Students are seeking online, full-text access to articles, particularly Degree program students.

RMIT Brunswick and Carlton Libraries were closed for refurbishment during Jan to mid February 2009. They reopened with automatic entry/exit doors, new ergonomic service desks and returns areas and redeveloped student spaces including new group study rooms at Carlton and new student lounge areas. All RMIT's major site libraries have now been refurbished in the past few years with better lighting, new, more flexible student furniture, improved connectivity (wireless, power and data points) and more collaborative and social spaces for students.

Extended hours of opening during exam and pre-exam periods have been consolidated across all sites with Swanston Library staying open till midnight.

All RMIT Libraries moved to new copiers, printers and MFDs (Fuji Xerox and BEAR card-cashier system) in 2009. This has greatly reduced copy/print problems and provided cheaper copying and printing to students. The system includes full facilities management (using web-remote) , a valet service and EFTPOS reload facilities for students.

The Library now runs a University Repository Service and the University Copyright Manager operates from within Swanston Library. An IT Helpdesk within Swanston Library is staffed by IT services staff from 8am-8pm weekdays and 8am-5pm Saturdays - during Semester.

Liaison Librarians introduced new subject guides (using Lib Guides software) which allow them to incorporate BLOGs and RSS updates. These have been well received by students and teaching staff.

Major weeding and collection reviews are underway to free up more floorspace for students and to accomodate the amalgamation of Business and Swanston Libraries planned for 2011.

Annette Sullivan

Acting Manager, Swanston Library

South West Institute of TAFE

2009 was, as always, a very busy year for us at South West TAFE. We started off by installing WiFi across the campus and library and ever since we have been helping students connect their own notebooks and accessing our catalogue. One student confessed to be logging onto the library website from the car park at 2am on a Sunday morning.

Inside the building we completed a number of major project including a full stock take and weed of the collection, but by far the most enjoyable task was to participate in the CAL monitoring period.

We were also involved in a "Value Stream Mapping" project which documented the journey of students at SWTAFE from enrolment through to graduation, a very worth while exercise. More to come out of this!

Kerry Vickers enjoyed the Professional development opportunity to participate in the VATL Canberra trip.

On a staffing note Peter Bird and Jan Colliver both retired last year, which allowed us to bring Tim Stephens into our team. On a sadder note we lost Barrie Johnson, our bookshop manager for many years, who passed away after a long battle with Cancer.

Other significant but not library related happening for 2009 was Margaret Baulch who won "Champion Bloom" for her spectacular Orchids at the Koroit Agricultural show, Cheryl bought a bus and will soon explore every winery in the country on long service leave, I was lucky enough to win 2 seasons of 888Poker at Warrnambool (but not looking for a career change), and Michael Schack continued to play his Nashville slide guitar at every opportunity in his never ending quest to put a Hank Williams record in every child's home.

Progressive punk rock band "Red Eagle" played in the library during last year's O week activities. See our Facebook page for the video.

So 2009 was a busy but enjoyable year at SWTAFE.

BRYAN AMARANT - MANAGER STUDENT LEARNING CENTRE

Sunraysia Institute of TAFE

We celebrated Library Lovers' Day in February with a morning tea and a blind date with a book.

It was very successful and we're planning on doing it again in 2010.

The reference collection was integrated into the main collection as the items hadn't been used. Usage has now increased, and the old reference shelving has been moved to the audio-visual collection to ease the crowding there.



Staff attended a number of professional development activities throughout the year including the Library 2.0 Masterclass and the VATL trip to Canberra.

Ongoing library projects include retrospective adding of holdings to the ANBD, weeding the main collection, and purchasing DVDs to replace old VHS for high use resources.

The library participated in the VATL benchmarking survey during September. The survey outcomes were very positive although there is room for improvement in some areas – as usually happens with library surveys it turns out the opening hours aren't long enough to suit everyone and we don't have enough computers.

Swinburne University

2009 began with a new library and ended with a new library system.

February saw the opening of the \$2 million dollar make-over of Croydon campus library.

The revamped space is open, light and students feel right at home. The Library increased in size to allow for more computers, tables, group study rooms, quiet study areas, a recreational reading area and a training room.

Croydon Campus has a youth focus and the library has introduced services not usually available in academic libraries, with a Wii room and screens of comedy movies once a month.

The Hawthorn Library also made a number of changes to better meet the needs of their clients with more space for quiet study, as well as an increase in the number of individual study desks and power points to keep the students' laptops powered up.

Library week in May was celebrated throughout the Library. Balloons, streamers, competitions, art exhibitions, readings, morning teas, guest speakers, coffee baristas and librarians in funny hats all just part of library week. Celebrated with flair and style Library Week not only encouraged students to visit the library, but also saw library staff go out and visit classes to remind students of the great services offered. The whole week was a chance to showcase some of the great services of the library and to have some fun.

Swinburne University Library is one of a growing number of libraries throughout Australia who conduct Living Library Events. Wantirna library recently held its third Living Library. It focused on sustainability and horticulture to compliment courses taught on campus. The books available for "loan" ranged from passionate vegetable and nursery growers to experts in landscape design and sustainable education.



The concept of a living library involves being able to borrow a person who is willing to share their story with borrowers. Horticultural students took full advantage of the chance to talk experts in their area and foundation studies students were provided with many opportunities to practice their conversational English. Kathy Thompson, one of the books and a backyard veggie grower, brought in tasty morsels from her own garden to share with borrowers.

Finally after a year of negotiations, planning, coordinating, testing and everything else that goes with introducing a new library system the end of the year saw the library on the edge of introducing the new Search the Library system. Due to go live January 2010, the new library system from Ex Libris will enhance students ability to find the right material for their research and assignments and has affected the entire way we catalogue our books, DVDs and other items, how we record the items out on loan, and lots more.

The upgrade will mean a new Google-like search with relevancy rankings, real time availability and a new look Library website. All staff are looking forward to going live early in 2010 and being able to promote this new look website and searching tool.

University of Ballarat

The University of Ballarat operates 4 libraries. These are based at our Mt. Helen Campus, SMB Campus and the Horsham and Stawell Campuses.

2009 was a busy year for all of our librarians, we welcomed just over 346,000 patrons through our gates collectively.

Throughout the year there have been a number of major projects in operation.

Refurbishments:

The Mt. Helen Campus library and the SMB Campus library have both been planning for major refurbishments to provide a wider variety of study and learning spaces for their students. In conjunction with the refurbishment plans there have been some major weeding projects being undertaken with our Information Resources Management team. This has also provided a good opportunity to update weeding guidelines for the future.

The Mt. Helen project commenced late in 2009 and will be finalised early in 2010, while the SMB project is due to start mid 2010.

Circulation and Lending Services Review:

This project reviewed our current services to ensure they were reflecting the dual sector environment that we work in and that they make best use of all our staff working in this area.

Recommendations coming out of this report will be put into place throughout 2010.

Library Support for Research:

This investigation into the library's capacity to support the University's research program has provided some valuable recommendations. Based primarily around information literacy support, our collections and the development of a specific library support role, the recommendations from this project will also be incorporated into the library's 2010 operations.

BONUS+

A cooperative lending project between University libraries using the Innovative Library System, this scheme has grown in popularity with our staff and students since its inception in 2007. Over 2009 we have seen not only numbers of requests for material from other libraries grow but also those requests coming in to our library have increased to a point where we became a net lender in 2009.

We have received very positive feedback over this scheme.

Insync Client Survey:

In 2009 we once again ran the Insync Client Survey, This is our major feedback gathering tool and with over 800 responses we had a lot of good feedback to work with. The results also provided us with positive reinforcement about our staff and what they are doing, by being voted in the top 25% of participating libraries.

UB Library Awards:

These awards are made to students studying in the Advanced Diploma of Library/Information studies. They are made by the library to support and encourage excellence within our profession and provide a path for us to engage with the students.

Each year we award a Most Accomplished First and Final year student award, which are monetary awards. We also make available to one of the second year students the opportunity to work with the library teams of the university to gain broader work experience and knowledge.

Staffing:

In 2009 we farewelled three very experienced staff. Sue Taylor, Pam Merrett and Tania Worthy left the University to pursue other personal and work choices. With close to 80 years experience between them we would like to acknowledge their contribution to the library.

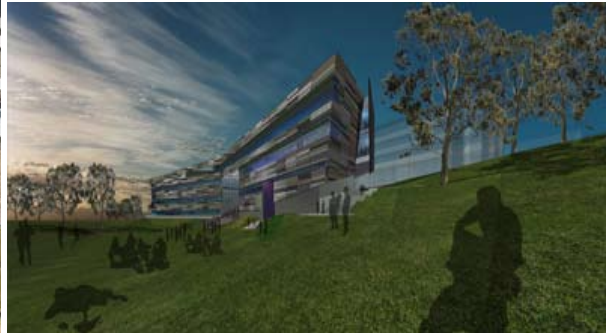
Victoria University

Philip Kent departed at the end of 2008 and Ralph Kiel commenced as the new University Librarian in August 2009. From the start of 2009 through to August, Laura Maquignaz and Frances O'Neil acted in the University Librarian role.

The 2009 client satisfaction survey outcomes show a continuation of the good performance of VU Library, particularly in the provision of wireless services, the extent of opening hours, and the continued high satisfaction with Library staff. The survey shows VU maintaining its place in the top 25% of Universities for overall satisfaction. The main challenge for the Library is to increase the numbers of computers. In 2010 an extra 100 computers will be installed in the Learning Commons at Footscray Park.

Deep Freeze was installed which ensures no unlicensed applications are loaded onto client desktops by restoring them to the original set of programs after log out. A computer booking system was implemented to manage client desktops and ensure PCs are booked and sessions limited at peak times.

At the end of 2009 the Sunbury campus will close and many students will move from Melton. The moves of collections, staffing and equipment will be completed by the end of the year.



Levels 2 and 3 are mostly complete in the refurbishment of Building P as part of the Footscray Park Learning Commons Project. Level 4 will be completed by March 2010 with the final completion by mid-year. Despite disruption, service levels remained high as reflected in the client survey. Planning has commenced on the Footscray Nicholson learning commons and the building is planned to be completed by the end of 2010.

By the end of 2009, the Library will have developed its new strategic direction for the coming three years including an environmental scan document and a set of high level objectives that will inform and direct the operations and planning of the Library from 2010 to 2012.

William Angliss Institute of TAFE

2009 saw the first year the LRC has fully occupied the re-furbished space on the ground floor, though during the first half of the year we operated a 2nd entrance at the rear of the library which did cause some traffic issues. Significant development included digital signage; upgraded PCs and improved login procedures.

Electronically, e-books were trialled and new databases included in our suite of products (e.g. Library press Display). Stand up OPACs proved very popular as did greater IP authentication access to our electronic products. It was the first full year of Montie/Bullseye video products and conversion of many older VHS training tapes into DVD formats were a flow on project. The lending of DVD was changed to quickcase security and provided major improvements in workflow.



The establishment of the Flexible Learning Unit within the LRC was an important development which expands our e-learning platforms and capabilities and integration into teaching areas. One full time LRC member was joined by a 1 day/ week seconded teacher. This unit is set to expand in 2010 with additional ½ time support.

In our special collections, significant promotion of digital archives, menus and cookery collections occurred.

2009 also saw greater connectivity to both our Cranbourne campus and our Sydney site, with book collections being established and regular contact maintained. The LRC's profile was maintained and extended via new branding; monthly staff newsletter; presence on the student portal and more.

Years end saw the trial of MyPc booking software, reading for a 2010 implementation.

Wodonga Institute of TAFE

The David Mann Library is a shared facility of Wodonga Institute of TAFE, La Trobe University (Albury-Wodonga) and Murray Darling Freshwater Research Centre. During 2009 the Library has been planning for the centralization of acquisitions and cataloguing services to Bundoora campus of La Trobe University which was one outcome of a Functional Review undertaken by La Trobe Library. We have also been focusing on improved communication with TAFE staff which has seen an increase in usage this year. Information Literacy sessions have also increased. Another major project has been planning to put many of our magazines into the loan collection, which should take place gradually in 2010.

Brenda Burr, Manager, TAFE Library Services