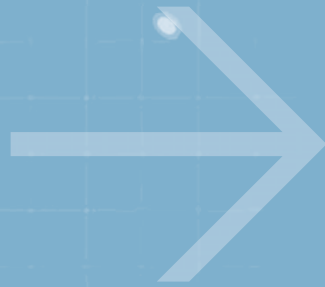


UTS: LIBRARY 2009 YEAR IN REVIEW

THINK.
CHANGE.
DO



UNIVERSITY OF
TECHNOLOGY SYDNEY

TOWARDS THE LIBRARY OF THE FUTURE

"A library like no other"

The 'Library of the Future' was a major focus for UTS:Library during 2009 as the UTS Campus Development Plan took shape with the selection of a spectacular design for the new Broadway Building and the commencement of works on other projects.

UTS:Library moved beyond the early discussions and stakeholder surveys of 2008 to apply its planning model which will identify the design principles for the new Library to open in 2015 on Broadway, "a library like no other". All Library staff were encouraged to add models and exemplars to an online compendium which will be presented to stakeholders in 2010. I was granted development leave to research the 'Library of the Future' in Europe – a privilege which resulted in a major report, *Designing the Library of the Future* which will form the brief for UTS's 'Library of the Future'. In addition, many specific aspects were investigated including ways of enhancing the sustainability of library services into the future in the new location.

Mal Booth, who joined us as Director of the Education and Research Services Unit, led the detailed planning for the automatic retrieval system to be installed under Alumni Green behind the new Library on Broadway. He visited existing installations in the United States and worked with senior colleagues to refine the operational model and the parameters for the system. Possible suppliers were identified and work began on a tender to be conducted early in 2010 with the aim of installing the system by late 2012.

But our efforts during 2009 were not solely focussed on 'the future': we delivered many improvements in the 'here and now'. Many were informed by the suggestions made by our clients received through the LibQual+ and other feedback mechanisms. The initiatives pursued reflect our continuing quest for better information and communication technologies to enable our clients to discover and retrieve online resources in new and effective ways. They are summarised in this Year in Review and include further improvements to our physical spaces, new digital spaces for developing information related skills and the state-of-the-art new Catalogue, a discovery tool like no other!

My thanks to all members of the UTS:Library team who achieved so much in 2009 and especially to Fides Lawton, Director of the Library Resources Unit, who acted as University Librarian during my absence and kept up the momentum.

One particular achievement deserves special mention: three UTS:Library staff members were awarded an Australian Learning & Teaching Council (ALTC) citation in 2009. Beth Marnane, Madeleine Mann and Rolf Wood received a citation for "an innovative, timely, sustainable approach to providing alternative format resources via an individualised web page to students with print disabilities, consequently improving academic performance."

Alex Byrne
University Librarian

DISCOVERY AND ACCESS TO SCHOLARLY INFORMATION

Revolutionising Discovery: the New UTS:Library Catalogue

Our clients told us they want a simpler and more intuitive way to locate the Library's extensive range of books, journal and other information sources. On 6 July the new UTS:Library Catalogue became available for everyone to use. We retained the classic catalogue for clients who prefer more traditional search platforms.

The new discovery platform employs the Endeca software, a sophisticated technology first used in Australia by UTS:Library. Just like other web searching tools, clients start by simply typing in what they are looking for, but the exciting part is what can be done with the results that come back. Clients are told how many results are available and in what format – books, journals, e-articles, kits, theses and so on – and whether the results are online or at a particular campus. Then the search can be refined based on these results. The results page also has a tag cloud, which is a visual display of similar or connected terms. Clicking on one of the terms in the tag cloud and the results will change again.

Some other features include:

- > Linking to other Library services such as BONUS+ and 'Request an Item'.
- > Auto complete of words – the Catalogue is guessing what the client might be looking for and will display a pull-down menu of options that can be clicked on.
- > An automatic spell correction / did you mean...? built into the Catalogue.
- > Stemming, which is the process of reducing a word to its basic form e.g. fished, fishes, fishing etc will be reduced to fish automatically, to produce a larger set of results which may be appropriate; it also works by reducing plurals to the singular.
- > Highlighting the keyword in the results.
- > A variety of ways in which to sort results.
- > Relevancy ranking which means the results are listed in the order of relevance to the search terms.
- > Recently added items relevant to the search will be highlighted.

Further Catalogue Enhancements

Feedback received about our Library Catalogue after its launch inspired some features to be added. In particular the new features improve locating journals and searching by author.

- > **Online journal holdings** – online journals now have a full holding statement where possible, including database source (eg Proquest Central) and volumes/dates.
- > **Print journal holdings** – all print journals now have complete holding statements displayed – no longer any need to use the Classic Catalogue to check our holding of a print journal!
- > **Advanced searching** – clients can use the advanced search option to limit searches to words in the title, journal title, author or subject field. This is a very precise way of searching if you have a known item.

- > **Improved author searching** – it's now easier to locate items by author using the Advanced Author search option. This will search for terms anywhere in the author field, so clients can enter any combination of surname, first name or both. Clients can also use the Author search option to search for an editor for edited works, or for a director or actor for films.
- > **Improved searching for films** – clients can search for films by the name of directors or actors. Enter the name into the search box, or use the Advanced Author search. For example search for ←spielberg→ using the advanced Search for Words in Author option. This will bring up all the films the Library holds directed by Steven Spielberg.
- > **Improved relevance ranking** – we're continuing to tweak the relevance ranking to get the best results. In almost all cases, just entering words from a book or journal title straight into the search box will bring the relevant title to the top of the results page. However there are also many options for narrowing a search, including using the advanced search options, using the refinement options (eg Type: Journal), or using a phrase search (eg 'Harvard Business Review').
- > **More detailed Catalogue records** – Catalogue records now display more information. For journals this means full holdings information including volumes and/or dates of issues held. Where possible, Catalogue records also contain further fields such as *Notes* (which might contain summaries or table of contents), *Additional Authors* (editors, film directors etc) and *Physical Descriptions*. This makes it easier for clients to tell if they have located the right item, or if a book will be useful for their study and research. This is in addition to the links to cover art and Google Previews we already supply.
- > **Clearer icons for online material** – we've updated the way icons display for online works, so it is clearer when an item is held in both print and online copies and clients will see clear Print and Web icons under the Format field.

The Library is such a fabulous resource that it's always a real pleasure having a way to support it!

Heather – Professor



Digital Futures

iGoogle Gadget

Users of iGoogle can now add a UTS:Library Gadget and search the Library Catalogue directly from their iGoogle page.

Finding eJournals

An additional tab for 'Find e-Journals' is now available from the front end of the new Library Catalogue. This offers users the capability to quickly find journals by title and by subject category. It even provides an article finding feature for users who wish to search a citation.

Find Databases Tool

The Find Databases tool means easier access to databases, as clients can now find databases by title or subject and select a database to search for articles from journals, newspapers and more. Supersearch will continue to be available for cross-searching (searching several databases simultaneously) and creating search alerts for those clients who use these features.

Improved Learning Support for Students

UTS:Library staff members have been working toward developing the Alternative Formats Service (AFS) providing alternative format resources via an individualised web page to students with print disabilities, consequently improving academic performance. In recognition of their work in this area Beth Marnane, Madeleine Mann and Rolf Wood were recently awarded an Australian Learning & Teaching Council (ALTC) citation. Their efforts have greatly improved the quality of student learning and the overall student experience.

BONUS+

BONUS+ is a resource sharing project available to all UTS staff and students which has effectively increased our collection of books eightfold.

- > Currently, the total number of titles for loan in the BONUS+ catalogue is 2,942,968 with 4,481,526 copies available.
- > In 2009, a total of 14,206 requests were made through BONUS+ with loans delivered within a week.
- > Eight libraries are currently participating in the BONUS+ project: UTS, Deakin University, University of Ballarat, University of Melbourne, Victoria University, University of Newcastle, Murdoch University in Western Australia and Massey University in New Zealand.

Fields of Research Codes

One of the features of the new Library Catalogue is Fields of Research (FORs) codes. These codes are determined broadly by the discipline of the research and are used to categorise research in Australia, which assists in finding information. UTS:Library classifies all material in UTSiResearch using FOR codes. This includes both the material collected for the Excellence in Research for Australia (ERA) initiative and 'grey literature' such as working papers that are deposited by UTS scholars. The Library Catalogue now also provides a 'New Resources' page with material sorted by the FOR codes. This means clients can browse through the resources to see whether there is material relevant to their area of interest.

DEVELOP INFORMATION RELATED CAPABILITIES

Shift to online: the new InfoSkills Bank

Recognising students' preference to obtain training and assistance when and where required, UTS:Library has further developed its online resources so that there is less emphasis on face-to-face classes. The success of this initiative is shown in the 'Facts at a Glance': on average students used 20.6 page views during 2009.

The InfoSkills Bank is a collection of materials, such as handouts, presentations and online tutorials. These materials are used by Library staff to teach UTS students information skills to help find, use and organise information. When new students attend Library presentations or workshops, support materials are often provided to students in the class. These documents, PowerPoint presentations and flash demonstrations will now be available after the class in the InfoSkills Bank.

New Information Literacy Classes

In 2009 a new information literacy class teaching the use of RSS feeds was introduced. The class was aimed at researchers and research students to assist them in current awareness of their area of research. The tools introduced were: iGoogle, Google Reader and ticTOCS. Google tools were selected because of their popularity and interoperability.

In its generic program, the UTS:Library has focused on training in the use of the Catalogue, database searching and managing references using software like EndNote and RefWorks. Given the rise of RSS over the past few years, particularly in relation to blogging, it was felt to be a timely addition to the skill set of our clients. iGoogle and Google Reader were chosen as they offer a contrast in style. Google Reader has a very simple interface, is intuitive and flexible. iGoogle offers advanced options for personalisation which makes it very attractive. Both manage RSS feeds more than adequately.

ticTOCS is a journal Table of Contents Service which was launched earlier this year. It enables easy access to the table of contents of thousands of journals. iGoogle has the advantage of allowing Google Reader to be added as a gadget. The Library has also created its own Catalogue gadget for iGoogle. The classes have proved popular with staff and students receiving very positive feedback.

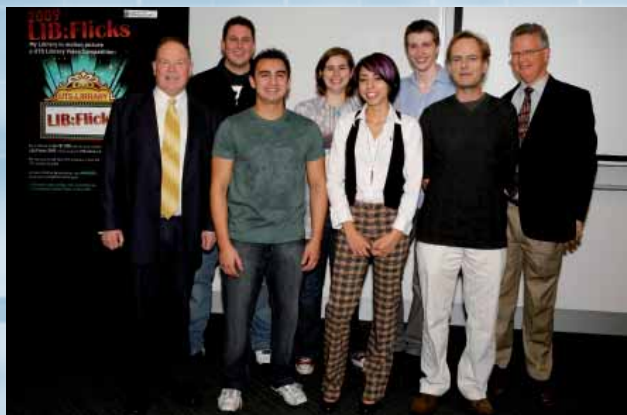
RSS Classes for the University Graduate School

In first semester 2009, UTS:Library introduced classes to demonstrate how to use RSS feeds to support research. Initially offered to the Faculty of Arts and Social Sciences (FASS) and Faculty of Design, Architecture and Building (DAB), they were so successful they are now being offered through the University Graduate School (UGS) and will continue to be offered in the Library.

RSS feeds offer an easy and convenient way of staying in touch with developments in any area of interest. Rather than visit your favourite blogs and organisational websites individually, feeds aggregate updated information in one place. One component of the class that was well received was 'advanced searching tips for Google & Google Scholar'. As a result, this has now been developed into a separate class.

I really like this idea of having this suggestion board right here in the middle of the Library. Good on you UTS!

Anonymous



Lib:Flicks 2009



ICNC

PROMOTE LEARNING VIA PHYSICAL AND DIGITAL ENVIRONMENTS

Social Networking Sites

So that we can better communicate with our Library clients and to create interactive spaces for our clients to experience what the Library has to offer, we are now on Facebook and Twitter and we have our own YouTube channel.

ENABLE SCHOLARSHIP

Recognition of UTSeScholarship

The UTSeScholarship program has been recognised in the latest world ranking of open access repositories. UTS has been ranked 118 in the world which makes it sixth among Australia and New Zealand institutions.

This ranking demonstrates the visibility and strength of our open access repository for UTS research, UTSiResearch and our publishing of refereed open access journals and other publications via UTSePress.

UTSiResearch works in tandem with the UTS Research and Innovation Office to house the research publications created at UTS so that they will be available for evidentiary purposes and, copyright permissions allowing, for public access to enhance their impact. By holding shared resources in a field of research framework, UTSiResearch creates 'spaces' that support communities of scholarly practice.

UTSePress has developed as the major Australian publisher of open access scholarly journals and thus makes a strong contribution to the recognition of UTS as a locus of research and scholarship. It also publishes eBooks and conference proceedings. UTS is a partner in the development of the Open Monograph Press by the Public Knowledge Project based at Simon Fraser University in Canada.

UTS:Library curates research data through UTSeData, including the NSW node of the Australian Social Sciences Data Archive and developing the Aboriginal and Torres Strait Islander Data Archive as a national trusted repository for Indigenous research data. In other fields, UTSeData seeks to develop curatorial policies and research data management practices to encourage and facilitate effective archiving of data (and where possible reuse) in accordance with codes of research practice.

Demonstrating their skills with websites and data management, UTSeScholarship and the Library IT staff also assisted the establishment of the *History of Aboriginal Sydney* project at the University of Sydney.

A strong team is developing the UTSeScholarship program to advance the University's reputation as an innovative, technologically capable research organisation with a public face.

DEVELOP THE LIBRARY OF THE FUTURE

Digital Futures 2009

In February, UTS:Library hosted Digital Futures Australasia, a week-long course bringing experts in digital preservation together with staff from libraries, museums, heritage and cultural sectors around Australia, New Zealand and Malaysia.

For the first time in Australia, leaders Simon Tanner of King's College London and Tom Claerson of PALINET, explored a range of strategic and management issues involved in developing digital resources from digitisation to delivery, including funding, strategy, metadata and sustainability.

Visits to the State Library of NSW and National Herbarium of NSW gave participants an opportunity to talk to practitioners and view collections. The visits provided an insight into the practical challenges of digitising materials from posters to photos to plant samples, and were a highlight of the week. UTS:Library staff who attended the course, have used their knowledge to help in the development of services for UTSeScholarship.

LIB:Flicks and other YouTube Creations

The Library held a competition where students were asked to create a 2 minute video, demonstrating what they believe makes UTS:Library so great. A high standard was set by the finalists in the competition. They were all informative and extremely entertaining. The winning entry, submitted by James Shepherd, was 'It's the UTS:Library with Mr Hanks!' Runners up were Library Bandits (Daniel Miller) and Library Caveman (Natalie Marie).

In addition, our staff and students have been very creative over the last year and there are now a number of videos up on our YouTube Channel. Some are funny, some are instructional and all are inspiring!

All are available on the Library's YouTube Channel - <http://www.youtube.com/user/UTSLibrary>

Varied Physical Spaces

Library clients tell us they want a mix of environments in which to study. 'Quiet environments' are designated areas where noise is kept to a minimum to encourage individual study, while silent areas are intended to be conversation free for individual study.

The 2007/08 City Campus (Blake Library) refurbishment project created spaces to meet these and other aims while piloting ideas for the Library of the Future. More changes were made in 2009 including the creation of the Open Reserve in the City Campus Library - opened by Deputy Vice Chancellor (Teaching, Learning & Equity), Professor Shirley Alexander. Materials can be browsed in the Open Reserve Collection to make it easier to select what is relevant.



Artist: Zeita Davis, UTS student and staff member of Jumbunna Indigenous House

Title: Re Connection

Artwork: Re Connection symbolises the strength, importance, value and achievements one can attain when personal, family, community and professional connections are maintained.

Another innovation was the redevelopment of the International Cultural and News Centre (ICNC) to provide monitors and listening posts as well as the traditional newspapers, magazines and travel guides. Students can access a selection of international television channels and online resources. Opened by Deputy Vice Chancellor (International & Development), Professor Bill Purcell, the ICNC is marked by a colourful panel showing some of the lands and cultures connected to UTS.

Work on the entrance level of Kuring-gai Campus Library is aimed at improving study spaces. Existing shelving has been lowered to create more natural light and views and new furniture installed providing spaces for group work, collaboration and laptop use.

Gerard Ryle, News Editor for the Sydney Morning Herald, gave an engaging talk at the August Markets Forum on the controversial Firepower, the company that claimed to have invented a miracle pill that would make fuel last longer and eliminate all greenhouse gases.

Dr Anita Heiss, was the keynote speaker for the combined Markets Forum and Jumbunna Indigenous House of Learning Annual Lecture in September. In support of Indigenous Literacy Day a special book reading event preceded the Lecture, featuring noted Indigenous and non Indigenous authors, including, Dr Allison Cadzow, Lorraine McGee-Sippel and Professor Heather Goodall.



Food for Fines



Markets Forum: Dr Nick Lomb



Markets Forum: Gerard Ryle



Markets Forum: Dr Anita Heiss

These changes create an environment conducive to study and learning and provide spaces within the Library which support quiet, individual and group study. We know from client feedback that our clients require all of these different types of spaces.

Going Green

Recognising that sustainability is an important element of the University's priorities for the next five years and will be a major consideration in planning the Library of the Future, Library staff were invited individually or as teams to enter a competition providing ways in which we could save power, reduce water consumption, minimise waste or otherwise improve the sustainability of the Library's operations. We had some great ideas submitted, many of which we will pursue as we try to build sustainability into our operations, especially when we design and build our new Library. The winner was Sophie McDonald with 'Producing Green Energy for the Library through Pedal Power'. We are investigating implementation of Sophie's idea in conjunction with the Faculty of Engineering and IT, and the Faculty of Design, Architecture and Building.

Markets Forums 2009

Dr Nick Lomb, Curator of Astronomy at the Sydney Observatory and Powerhouse Museum presented the July Markets Forum on the history of Australian astronomy.

The Empty Chair – A Symbol of Intellectual Freedom at UTS

A tradition at meetings of writers, the Empty Chair symbolises a writer who could not attend due to imprisonment, disappearance, threats or execution. Although it is symbolic of all writers at risk, the Empty Chair immediately recalls a specific individual to recall that threats to freedom of expression are personal as well as systemic. In keeping with this principle, the UTS:Library Empty Chair will feature different writers over the period of the installation.

When we enter the University Library, the Empty Chair reminds us that our capacity to learn and investigate freely depends vitally on freedom of access to information and its counterpart, freedom of expression. That intellectual freedom is central to the mission and role of a university such as UTS and is embodied in Article 19 of the Universal Declaration of Human Rights:

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

Food for Fines

Fines and fees are necessary to ensure that Library resources can be shared by all are not popular. Library staff devised the Food for Fines idea to offer a way of paying off fines while giving to those in need.

I just saw the notice about food for fines in the UTS Staff Notices. I don't have any fines at the moment, but just wanted to say this is a really good idea & please pass on my thanks to all involved in this initiative. What a good idea! You've brightened up my day & made UTS an even nicer place to work.

Jenny – Lecturer

During the pre Christmas period, Monday 7 December to Friday 18 December 2009, \$3 was deducted from fines up to a limit of \$30 for each food item donated by students or staff. As a result, thirteen large boxes of food items were given to Mission Australia. One person even donated a \$42 Christmas pudding!

There were many positive comments about this initiative including:

I was dreading the fact I had to pay a fine for my late fees, in order to borrow a DVD. It was however such a pleasant surprise to see the initiative UTS has taken to utilise our laziness and poor responsibility in returning items on time for the needs of Mission Australia.

This organisation does a lot, and it was a rewarding way to be punished..... so this is just a nice note of thanks :)



Computer availability



The Empty Chair

YOU ASKED FOR IT & WE DELIVERED!

Food and Drink in the Library

Review of client feedback has resulted in the relaxation of the Library's rules around food in the Library, as well as the introduction of vending machines supplying snacks. This allows students focused on their research to work comfortably without having to leave the Library for snacks.

Changes to Fines

Changes to fines and the introduction of partial payment of fines have also been implemented in response to client feedback. The Library has increased the number of times clients can renew Library loans, onsite and online using MyLibrary. These changes mean that clients are less likely to incur a fine and can manage the amount owing through small payments.

Computer Access

Improving access to computers was one of the requests the Library received during the 2008 Library survey. We added 67 new computers and now we have 240 computers at City Campus Library and 95 computers at Kuring-gai Campus Library. This year we have implemented a Computer Availability system that quickly and visually displays where there are computers available in the Library.

ADDRESSES

UTS:LIBRARY

PO BOX 123
Broadway NSW 2007

City Campus (Blake Library)
Cnr Quay St and Ultimo Rd
Haymarket, Sydney

Kuring-gai Campus (George Muir Library)
Eton Rd, Lindfield

ISSN: 1449 - 0005

UTS CRICOS PROVIDER CODE: 00099F






Designated Smoking Area

We have received many requests from students and staff to stop people smoking immediately outside the City Campus Library entrance. We have established designated smoking areas away from the front entrance.

SMS Library Notices

A new free service has been introduced to help our clients manage their borrowing. Clients can subscribe to receive SMS messages reminding them that they have a request that is waiting to be picked up, a recall notice on the items they currently have on loan, or an overdue notice. These messages direct the client to check their emails where they are provided with extra information.

STATISTICS

| | 2009 | 2008 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------|
|  Facilitate discovery and access to scholarly information High use material usage (items/EFTSL) Journals cited by UTS scholars in the UTS Library collection (% sampled via Scopus) | 25.9 96.8% | 25.8 96.4% |
|  Develop information related capabilities Use of online information literacy tools (page views/EFTSL) Participation in information literacy programs (% of total EFTSL) | 20.6 69.4% | na 72.8% |
|  Promote learning via provision of physical and digital environments Visits to Library premises (visits/EFTSL) Use of Library digital spaces (average time spend on Library site per visit in minutes) | 54.2 3.3 | 54.1 na |
|  Enable scholarship Research consultation assistance to academic staff (% of population) Ranking of UTSeScholarship (Webometrics world ranking at January 2010) Status of UTSePress open access journals (% ranked by ERA February 2010) | 59.6% 118 67% | na na na |
|  Develop the Library of the Future Progress against schedule (weeks ahead [+] or behind [-] at end 2009) Carbon footprint for delivery of UTS Library Services – TO BE REPORTED FROM 2010 | -5 na | 0 na |