

Annual Report 2008



Monash University Library Annual Report 2008



MONASH University
Library

Mission

Monash University Library advances scholarship by enabling the effective discovery and use of information for education and research.

Special Thanks

Monash University Library wishes to thank all those people who have supported the Library in 2008 through gifts and donations. Staff and students at Monash University are fortunate to have the generosity of donors in helping to provide outstanding collections and facilities.

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Cover image: CL Butchers Pharmacy Library at Parkville Campus was reopened after expansion and refurbishment in 2008

Contents

2008 in review	1
2008 priorities	3
Goal 1: Information resources	5
Goal 2: Information services	10
Goal 3: Learning skills	13
Goal 4: Lending services	14
Goal 5: Physical environment	16
Goal 6: Quality management	18
Goal 7: Partnerships	20
Appendix 1: Statistics	23
Appendix 2: Key performance indicators	27
Appendix 3: Visitors 2008	30
Appendix 4: Selected publications, presentations and memberships	32
Appendix 5: Library committees	35
Appendix 6: Selected new Library resources	37

2008 in review

2008 was a year of significant completions, commencements and consolidation. Monash University Library now combines traditional, highly valued roles with roles that extend its contribution to the University. The new roles include learning skills, institutional repository management, publishing and research data management coordination and support. Traditional roles have in many cases been transformed in response to technological, pedagogical and research changes and opportunities, so that collections are as likely to be licensed as acquired and learning spaces bear little resemblance to the original inflexible facilities.



Upgrading the Library's physical facilities remains one of our highest priorities. A major refurbishment of the CL Butchers Pharmacy Library at the Faculty of Pharmacy and Pharmaceutical Sciences campus in Parkville was completed as part of the ongoing strategy to improve the Library's physical facilities and learning spaces. Works to upgrade staff and learning spaces were undertaken at several other sites, and in some cases this included installation of new technologies to support videoconferencing between campuses for staff communication and student learning activities. Some of these works also contributed to the consolidation of the very successful establishment of the Learning Skills Unit in the Library in 2007. Planning for several other major building projects is continuing.

For the last five years the Library has led the national ARROW (Australian Research Repositories Online to the World) project, which concluded at the end of 2008. The project's primary objective was to build a new repository management solution for Australian universities, and to make the research material stored in those repositories discoverable both nationally and internationally. The project oversaw the development of a software platform, tools, knowledge and advice on all aspects of managing digital research outputs. Counted among the successes of the project were the establishment of an active repository community and the development by the National Library of Australia of a national discovery service. ARROW has given way to the Australian National Data Service (ANDS), which is a major new, federally funded project whose goal is to deliver greater access to Australia's research data assets in forms that support easier and more effective data use and reuse. During 2008 Monash University led the ANDS Establishment Project, in collaboration with the Australian National University (ANU) and CSIRO, and is continuing its lead role as ANDS commences its activities.

The Monash University ePress was founded in 2003 as an initiative that would lead the way in using innovative information technology to publish scholarly material. A developmental review of the ePress was undertaken in 2008 and strategies to implement the recommendations will be developed in 2009 to ensure that the ePress continues to build its role in the University as a platform for scholarly communication.

Growth and development of the Library's collections was reflected by expenditure of over \$16 million on resources, 56% of which was used in the acquisition of electronic resources. Use of physical and virtual resources increased following initiatives to extend systems, services and training provided by the Library as part of its Resource Discovery Framework strategy. This year over 3.6 million visits were made to the Library's branches and over 7 million transactions were logged on electronic resources.

The Library is playing an increasing role supporting the management of research data and the new Research Data Management Coordinator position in the Library, thought to be the first such appointment in an Australian library, is a key strategy in this area. Supporting this role a new project was launched in which contact librarians and other specialist library staff are working with faculty and research teams to extend outreach associated with research data management, the ePress and the ARROW Repository.

Senior appointments in learning skills, information literacy, document delivery and branch management have contributed to continuing development and change in all Library areas. Workshops in values and behaviours, the establishment of a mentoring scheme and evolution of a professional development framework have been features of staff development during the year. Visits made by staff to and from the campuses in South Africa and Malaysia continued the support and development of staff and facilities at these important, remote campuses in their formative years.

In presenting this report to Academic Board I would like to thank the University for its ongoing support of the Library, particularly its sustained commitment to the development of a strong collection, and Library staff for being consummate professionals and a joy to work with.

Cathrine Harboe-Ree
University Librarian

2008 priorities

The Library Strategic Plan for 2008 defined ten priorities. Significant progress was made in fulfilling these during the year.

- 1 To contribute to the University's education and research performance by implementing the Library's Research and Education Support Plans.

Implementation of the Education and Research Support Plans continued during 2008. The Plans will be reviewed in 2009 within the context of the Library's overall planning framework.

- 2 To improve the user experience by upgrading facilities in accordance with the Facilities Master Plan.

The refurbished CL Butchers Pharmacy Library in the Manning Building at the Parkville campus became operational in August and was formally opened in December. Planning for a new Law Library commenced as part of the anticipated move of the Law Faculty to a new building on the Caulfield campus in 2012.

The Facilities Master Plan was reviewed and an audit against the Plan was made at each branch. Improvements were made to signage, furniture and entrances as part of the audit.

- 3 To contribute to improved student performance through information literacy and learning skills programs.

The Learning Skills Unit operated for its first full year as a Library service. A range of successful programs, many including both information literacy and learning skills, were developed and implemented in partnership with all faculties. Notable amongst these were the Bachelor of Business Foundation Year in the Faculty of Business and Economics, the Biological Science unit in the Faculty of Science and the Research and Writing first year unit in the Faculty of Law. As planned, a review of learning skills commenced towards the end of 2008.

- 4 To improve access to a broader range of information resources through the implementation of the resource discovery framework.

Work continued throughout the year to improve the presentation of the catalogue and increase the ease with which users gain access to information resources. Improvements included implementation of a spell check facility for searching and inclusion of thumbnail images of items. Federated search and link resolution services continued to be investigated and consideration was given to acquiring an overarching resource discovery layer application, with a decision to be made in 2009.

Library resources are now being loaded into Google Scholar to provide users with an alternative search mechanism.

- 5 To contribute to the success of the Malaysia and South Africa campuses by supporting the development of their library services.

A number of activities contributed to the growth and development of library services on the Sunway Campus in Malaysia and the South African campus during 2008. Visits between Australia, Malaysia and South Africa were made by staff. A review of learning services at Sunway was undertaken, and a report and recommendations made to the Education Committee at Sunway. Regular teleconferences between the campuses and participation in General Library Committee meetings have strengthened collaboration and interaction.

6 To help to develop national and university information management capability through the ARROW project and digital data management strategic initiatives.

The national ARROW project, led by Monash University Library, concluded in December 2008. ARROW was established in 2003 to develop, test and install software that would enable Australian universities to establish integrated institutional repositories. Sixteen universities have adopted the platform for their repositories. ARROW and the related DART and ARCHER projects, also led by Monash University, informed Government thinking regarding the Research Quality Framework.

During the year a Data Management Coordinator was appointed. The Library's DARE project commenced and aims to extend the role of contact librarians to include research data management advice for researchers.

7 To review the Monash University ePress to ensure that it best meets the needs of the University.

A review of the ePress was undertaken in 2008 and strategies to implement the recommendations will be developed and applied as appropriate in 2009 to ensure that the role of the press in the University continues to evolve.

8 To review and resolve ongoing collection management and storage needs.

A long term storage strategy has been completed and endorsed by the University. Participation in the development of CAVAL's new CARM storage facility was approved and final negotiations with partners are proceeding towards completion of the new facility in 2010.

9 To ensure that the Library's service offer is effectively communicated.

Communication strategies and mechanisms were reviewed and a new communication framework was developed and implemented. A post-implementation review of the electronic notice boards found a positive response to this mode of communication. All Library publications were reviewed and a communication matrix completed.

10 To develop the ability of staff to continue to provide outstanding services in a rapidly changing environment.

Values and behaviours workshops for all Library staff, and the establishment of a mentoring program, were key initiatives in staff development. New senior managers participated in a leadership and development program and the Library implemented a new model for conference attendance for all staff.

Goal 1: Information Resources

To ensure that the selection, acquisition, creation, cataloguing, storage and preservation of scholarly information are in line with the needs and requirements of the University community. Provide prompt, seamless, reliable and easy-to-use access to high quality scholarly information, regardless of the location of the information or the user.

Evaluate, select, acquire and license new materials (both print and electronic)

Acquiring and processing new materials

The 2008 collection budget of \$16,550,365 was a 7.16% increase from the 2007 budget expenditure of \$15,444,755. The sudden decrease in the value of the Australian dollar towards the end of 2008 is expected to have an impact on the acquisition budget in 2009/2010. In 2008 the expenditure on electronic resources was again greater than the amount spent on printed resources, comprising 57.5% of the budget.

Important collection development projects continued, with support extended for the graduate Bachelor of Medicine, Bachelor of Surgery (MBBS) course in Gippsland, and acquisition of materials to support the new Bachelor of Architectural Design at the Caulfield campus.

Donations

The Library continues to benefit from the generosity of many donors. Items of note received in 2008 from personal and institutional donors included:

- A set of the current handbooks and other publications issued by the Chartered Institution of Building Services Engineers (CIBSE).
- Institutional donations of Korean studies books, serials and multimedia materials.
- Personal donations relating to the Asialink Arts Program, the Australian Asian Association, Australian children's books and general fiction, and a copy of the "Memoirs" of Sir John Monash's grandfather, Bar Loebel Monasch, a publisher in Krotoschin in Poland. The "Memoirs" have been edited, with an English translation, and published in Poland in 2004.

Provide access to and information about resources through the catalogue and web pages

In addition to the 54,144 bibliographic records created for new items, significant progress was made in addressing the backlog of uncatalogued material, including material from the Victorian Department of Infrastructure focused primarily on water resources in Gippsland, a collection of art catalogues donated by the Department of Art and Design and an Italian language collection donated by the Italian Consulate.

The Library undertook a project using Library of Congress authorities to improve the standard of Monash catalogue records.

Provide resource discovery tools to enable access to electronic resources including e-journals, e-books, databases, web sites and repositories

Resource discovery

Monash Library users can now search Google Scholar to access the Library's electronic resources, which appear in the search results with a link to check for full text. This initiative was developed as one strategy within the Library's broader Resource Discovery Framework, which aims to provide a seamless and comprehensive approach to resource discovery through a range of discovery aids and systems rather than the traditional focus on the Library catalogue as the only means to access information.

e-books

In 2008 54,529 e-books were added to the collection, which now has 318,432 e-books. A user-driven process for the selection of electronic books was trialled from October 2007 until April 2008. This was very successful and the Library is continuing this model, within budgetary limits.

Lectures Online system upgraded

In collaboration with the Faculties of Law, Art and Design, and Medicine, Nursing and Health Sciences the Library led a trial of Echo360 (Lectopia) software to capture both audio recordings and the visual presentation component of lectures. As a result of the trial the University endorsed the Lectopia software as the best solution available to replace the existing Lectures Online software. Progressive implementation of Lectopia will start in 2009.

SMS service expanded

A review of the SMS notification service was completed in 2007 and a trial to extend SMS notifications to the class booking system was put in place for 2009. The booking system will be reviewed in 2009.

Provide physical access to print collections held in branch libraries

Long term storage strategy

As a long term storage strategy the University approved Monash's participation in CAVAL's offsite store (CARM) development. This is a collaborative project with the University of Melbourne and RMIT University.

Offsite storage

109,000 volumes have been transferred to the CAVAL Store since March 2006. Monash Library users can request items by putting a hold on them as they would if the items were at any other branch. Items can also be brought back into branches if course or research requirements change. Most of the transfers to the CARM Store have been from the Matheson Library, largely due to the collection management project being undertaken in anticipation of refurbishment of this branch.

The goal of achieving seamless access to materials in offsite storage has been extended by allowing alumni and CAVAL borrowers to place requests for these materials.

Promote and preserve the university's intellectual output

ARROW



For five years Monash University led the federally funded ARROW project (**Australian Research Repositories Online to the World**), which was funded by the Australian Commonwealth Department of Education, Science and Training (DEST) under the banner of the Systemic Infrastructure Initiative (SII), a part of Backing Australia's Ability – An Innovation Action Plan for the Future.

Staff led by University Librarian Cathrine Harboe-Ree celebrate the success of the five year national ARROW project, which concluded in 2008

ARROW's goal was to build a new repository management solution for Australian higher education, and to make the research material stored in those repositories discoverable both nationally and internationally. The original consortium comprised Monash University (lead institution), the National Library of Australia, the University of New South Wales, and Swinburne University of Technology.

An innovative aspect of the project was to combine an open source platform with a commercial search and management layer. ARROW worked with **Fedora** and **VTLS Inc.** to design and develop the VITAL software and to provide Open Source software for Fedora users.

ARROW funded a number of mini-projects which resulted in the development of tools to help researchers manage their data. ARROW also hosted the **PILIN** project and its work on infrastructure for persistent identifiers.

In mid-2008 ARROW negotiated an arrangement with the Council of Australian University Librarians (CAUL) to fund the establishment of the new CAUL Australian Institutional Repository Support Service (CAIRSS). CAIRSS will provide support to all Australian university repositories, regardless of the software being used.

Monash ARROW Repository

The development and management of the Monash ARROW Repository is now the responsibility of the Library's Information Resources Division. Federal Government funds were used to support the key goals of stabilising the software, building tools and adding content. By the end of 2008 the ARROW Repository contained over 3,000 items, including musicological research, Faculty of Business and Economics Working papers and Monash University theses from 2000 onwards. The University has mandated the electronic submission of future doctoral theses.

Monash University has become an active member of the **Australian Digital Theses (ADT) Service** and joins 40 other member universities in Australia and New Zealand. Monash is using its ARROW Repository to store theses and supply metadata records to the central ADT service.

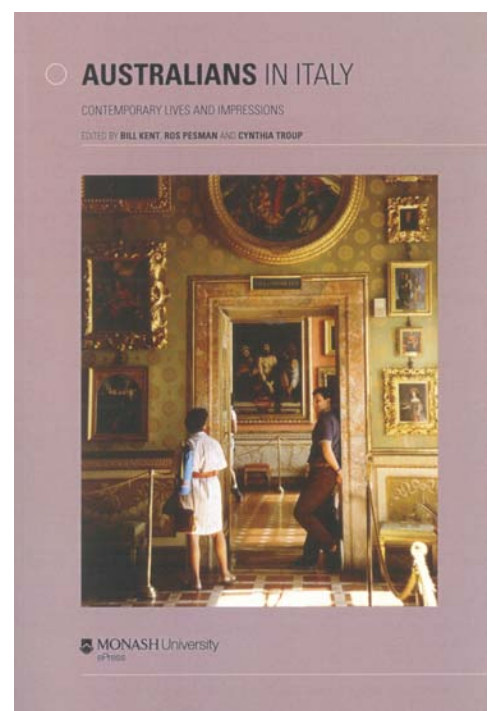
Monash University was the first non-European and is the only Australian member of the Nereus Consortium of European economics research libraries. Currently 976 articles have been harvested in the Economists Online Portal from the ARROW Repository and these are available on open access to facilitate research in economics.

Following the discontinuation of the planned Research Quality Framework (RQF), the dedicated server was decommissioned and the data stored. Repository staff are now involved in preparations for capture of Higher Education Research (HERDC) publications and Excellence in Research for Australia (ERA) evidence.

Monash University ePress

A major review of the ePress was conducted during the year, with final reporting to take place in early 2009. The review, which involved extensive consultation with key stakeholders, delivered a range of recommendations including a proposed new business model. Implementation strategies will be developed in 2009.

Australians in Italy was published by the Monash University ePress in 2008



New ePress monographs published in 2008

- *Australians in Italy: Contemporary Lives and Impressions*, edited by Bill Kent, Cynthia Troup and Ros Pesman
- *Orb and Sceptre: Studies on British Imperialism and its Legacies, in Honour of Norman Etherington*, edited by Peter Limb
- *Seize the Day: Australia, Exhibitions and the World*, edited by Richard Gillespie, Kate Darian-Smith, Caroline Jordan and Elizabeth Willis
- *From Ferranti to Faculty: Information Technology at Monash University, 1960 to 1990*, Sarah Rood
- *Still Learning: A 50-Year History of Monash University Peninsula Campus*, Fay Woodhouse.

Journals published by the ePress in 2008

- *History Australia*
- *The Bible and Critical Theory*
- *Australian Review of Applied Linguistics*
- *The Telecommunications Journal of Australia*
- *Monash Business Review*. This journal is now discontinued.

Australian National Data Service (ANDS)

The Library, together with the Monash e-Research Centre and Information Technology Services, provided input into the establishment of ANDS. ANDS, which is funded as part of the NCRIS Platforms for Collaboration initiative, is led by Monash University in collaboration with the Australian National University and CSIRO. Through four programs – Frameworks, Utilities, Seeding the Commons and Building Capability – ANDS is intended to support Australia's ability to undertake e-Research in a global, collaborative context. ANDS was initially funded through to 2011 with a budget of \$21M.

Promote and preserve the University's collections

Rare Books exhibitions

Fifty books from fifty years: celebrating a half century of collecting

To celebrate the 50th anniversary of the founding of Monash University the Library organised an exhibition of fifty books chosen by Monash academics and researchers.



The exhibition demonstrated the importance of the Monash University Library Rare Books. Professor Clive Probyn chose a pamphlet from 1733 that was written in response to one by Jonathan Swift and that Swift was reading in order to write his rebuttal. The pamphlet is Swift's own copy, with annotations in his hand. The Dean of Arts, Professor Rae Frances, chose a group of late nineteenth-early twentieth century books on the problem of white slavery and narratives of sexual enslavement that she used in her latest book, *Selling sex: a hidden history of prostitution*.

At the opening of the Fifty books from fifty years exhibition: Deputy Vice-Chancellor (Education) Professor Adam Shoemaker (left) with University Librarian Cathrine Harboe-Ree and Richard Overall, Rare Books Librarian

The illustration used for the exhibition poster was taken from the title page of the artist Oskar Kokoschka's *Die träumenden knaben* (The Dreaming Boys) published in a limited edition in Vienna in 1908. This is an extremely rare and beautiful book and appears to be the only copy in Australia. Dr. John Gregory chose this item. Dr. Janine Burke, who is researching a book on Yoko Ono, chose some of Ono's early exhibition catalogues. These are now quite rare and valuable, and are not widely held in Australia.

Southerly Busters: an exhibition of Australian Literature

This exhibition celebrated the completion and publication of the fourth and final volume of the *Bibliography of Australian Literature*. The exhibition provided an overview of Australian literature in all its genres and featured items from the Rare Books Collection including well known classic works and many that are now forgotten.

Early Monash display at Matheson Library

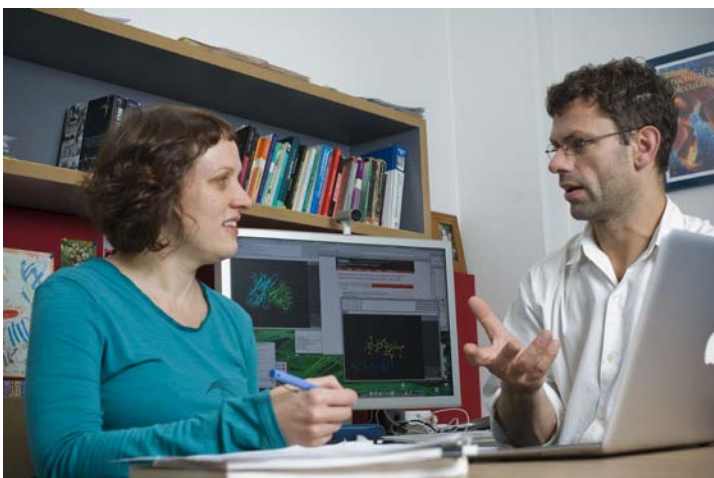
As a further part of the University's 50th Anniversary celebrations, material relating to the early years of Monash University was displayed in the Matheson Library. As well as photographs and programs from the opening of the University in 1961, the display included a mug made by Audrey Matheson, the wife of the first Vice-Chancellor Sir Louis Matheson, from the clay dug up when building began at Clayton, and the French champagne bottle used at the opening ceremony and signed by the official party.

Contribute to the University's information management strategy

Significant progress was made towards positioning the University to manage its research data more effectively. A Data Management Coordinator position was created and filled. The DARE project has been established to enable a team of librarians to perform a range of outreach tasks to help researchers improve data management.

In November the Library hosted a seminar at which speakers from the Library, the Monash e-Research Centre and other areas of the University outlined policy developments, and the tools and services that are available to help researchers manage their data more effectively. Presentations also covered the Library's increasing efforts to provide advice and information to researchers at the planning stage of their projects.

As part of the succession planning associated with the completion of the ARROW, ARCHER and DART projects, a number of tools and ongoing strategies were transferred to other service units across the University and the ANDS project, where they will be deployed, maintained or developed as required.



Data management coordinator Sam Searle discusses data storage with Associate Professor Ashley Buckle

Goal 2: Information Services

To enable the Monash community to discover and use resources for learning, teaching and research, and to support staff and students' development of skills for independent and lifelong learning through mediated, timely and flexible information services.

Provide coordinated, proactive services under the 'one library' banner while still meeting individual campus and faculty needs

The one library theme is pervasive across the Library's planning and operation.

A review commenced to identify and implement a user-centred physical and virtual service points model. The project seeks to establish management and service principles, and to create a student centred approach to service delivery regardless of location. The project will continue in 2009.

A review of Client Services committees was established to facilitate Library wide communication and management of changing service requirements. Recommendations will be made in 2009.

ask.monash continues to develop, with the addition of learning skills, to the service. The recommendations from the 2007 review of ask.monash are being addressed.

Engage and liaise with faculty members and students about the development and use of services and collections

Following a series of issue-related meetings between the Library and Monash Research Graduate School, a formal meeting schedule has been established to commence in 2009. Topics discussed in 2008 included data management, electronic thesis submission (e-thesis) implementation and Library access for Higher Degree by Research students.

A student forum including the Library, Information Technology Services and student representatives was established to improve communication and awareness of services. This group is to meet twice a year.

The user-driven process for the selection of electronic books triggered the purchase of more than 4000 titles in 2008. This demonstrated a high level of user engagement and demand for electronic books, even where these were also available in print.

In partnership with the Faculty of Education, the Library established a Teaching Materials Collection at the Matheson Library, comprising resources relocated from the Faculty at Clayton. These resources support the professional placement and lesson planning needs of students, and will be further developed in conjunction with similar collections at the Gippsland and Peninsula libraries.

In collaboration with academics from Aerospace Engineering, the Library purchased access to the journals and conference papers of the American Institute of Aeronautics and Astronautics (AIAA). Demand for these resources had been increasing as a result of growth in Aerospace Engineering.

The Victorian Department of Infrastructure donated 270 items relating to Gippsland to the Library. Many of these are no longer available and will greatly enhance the Gippsland-specific resources held by the Library and the Centre for Gippsland Studies.

The LibGuides project was initiated to increase the accessibility of Library resources. During 2008, Library staff worked in partnership with academic staff to convert and revise web site subject page information on Film and Television, Occupational Therapy and Architecture into the more contemporary format. Work on this project is continuing.

The Arts Faculty Team presented at the weekly Geography and Environmental Science Research Seminar series for academic staff and research students and made regular contributions to the School of Music's fortnightly newsletter *Dually Noted*.

The Art and Design Faculty Team presented to three Faculty departments on Library resources and services, resulting in increased collaborative development of the collection and engagement in its use by academic staff. A member of the Faculty of Art and Design also provided valuable input to Faculty Team meetings during the year.

The Gippsland Library established the 'Conversations with the academics' series of informal meetings to engage with academics on particular services and resources.

A librarian and a learning skills adviser participated in the Faculty of Medicine, Nursing and Health Sciences planning retreat. This resulted in the Library contributing to the review of the Theme II Bachelor of Medicine and Bachelor of Surgery and presenting on electronic resources to the Faculty's Curriculum Committee.

Develop academic staff and students' information literacy

An Information Literacy Librarian was appointed, providing much needed leadership following an extended vacancy. This position works closely with the Learning Skills Manager to consolidate and integrate information literacy and learning skills into curricula. Two information days provided forums for librarians and learning skills advisers to share skills, knowledge and experiences.

At the recommendation of librarians, user focus groups were held and other stakeholders consulted to develop a preferred name for external communication regarding information literacy. The new name 'Information Research Skills' was launched mid year.

An Information Research Skills web page was developed, complementing the Learning Skills web page.

Interim modifications to the Library's information literacy and learning skills evaluation processes were made, in anticipation of further work in this area with the appointment of the Information Literacy Librarian and Learning Skills Manager.

Increasingly, information research skills programs are being developed and implemented jointly with learning skills programs and embedded into curricula at both undergraduate and postgraduate levels. The revised first year Bachelor of Business curriculum was implemented at Caulfield campus, in which information research and learning skills are embedded. The Matheson Business and Economics librarian and learning skills adviser taught information research and learning skills in the first year marketing program at Clayton. The Faculty of Law Research and Writing Unit was finalised and implemented in semester two, with librarians and learning skills advisers teaching into the unit. A program for honours students in the Faculty of Art and Design was developed and implemented by a librarian and learning skills adviser at the Caulfield Library. Information research skills were embedded in the Archaeology course at Clayton and Caulfield and learning skills into the first year Biological Sciences unit at Clayton.

Improve help services

The project to review service points commenced late in 2008 with the appointment of a project manager and project team representing all areas of client services. Following an extensive literature review and data gathering, principles were established and working groups identified. Enabling technologies are being examined and the functional relationships between service points will be mapped by these working groups. Recommendations and an implementation plan will be developed in 2009.



Key new library staff appointed in 2008 included (from left) Leanne McCann (Manager, Learning Skills), Lyn Torres (Information Literacy Librarian), Clare Carlsson (Manager, Matheson Library), Helen Dacy (Manager, Peninsula Library)

Outcomes of the 2006 *Review of Library Self-Help Publications* included a review of database quick start guides, which resulted in a web gallery of updated and simplified guides for users. This and the accompanying printed guides will be evaluated in first semester 2009. Several recommendations were identified for further action through the Resource Discovery Project. Online chat and telephone help were operationalised and the hours of both services were extended as a result. The future development of these services will be addressed as part of the service points review.

A post implementation review of ask.monash was completed in late 2007. In response to the review targeted and improved frequently asked questions (FAQ) were developed, reducing the number of queries submitted and improving the number of FAQs viewed. Roles and responsibilities were clarified and all library generic email addresses were reviewed resulting in a number of generic email addresses being removed.

Promote the research strengths of the collection

Primary University-wide communication tools include *Library News* on the website and the General Library Committee. The Library's Faculty Teams work in collaboration with faculties to build and promote research collections. Faculty Team Leaders are members of Faculty Boards and regularly present on topics of interest, including research collection developments. Contact librarians are also members of a range of other faculty committees, and contribute acquisitions content to Faculty newsletters.

Work with faculties to provide support for teaching and research activities

The Education and Research Support Plans provided a framework and focus for the Library's initiatives in these areas at a greater level of detail than the Strategic Plan. The Plans have been implemented across the Library and their role will be reviewed in 2009.

Goal 3: Learning Skills

To develop students' core academic skills for independent and lifelong learning through a coordinated range of high quality, timely, responsive and cost-effective learning support services.

Position learning skills services within the Library's organisational and budgetary structures

Learning skills advisers are located in all branches and are co-located with librarians in Faculty Teams. During 2008 a Learning Skills Manager was appointed and the team grew to comprise 20 advisers by the end of 2008. Consolidation of the learning skills budgetary structure took place in line with the Library's overall budgetary framework.

Develop, implement, evaluate and review learning skills programs

A broad range of embedded, integrated and stand-alone programs were developed and implemented, as reported in Goal 2 above. The 2008 Key Performance Indicators report for learning skills details programs in 16 units and several faculties. A number of programs were developed in partnership with the Monash Postgraduate Association and Monash Research Graduate School, the latter as part of the exPERT seminars. Work commenced to embed and integrate skills development into the revised Pharmacy undergraduate curriculum from 2009.

The scheduled review of learning skills commenced in December 2008. The review aims to determine whether faculty and student needs are being met and provides an opportunity for stakeholder input into future directions.

An investigation of electronic (primarily software) resources to support learning skills and language development commenced, and recommendations for purchase in 2009 will be made.

Advance a service model that is aligned with and builds upon the concept of the learning commons and the Library's information literacy programs, to deliver high quality, coordinated services

Following the success of co-location of learning skills advisers and librarians in branches, planning for further integration into Faculty Team groups was undertaken. Terms of reference were developed for Faculty Teams to facilitate the integration and collaboration of learning skills and librarians.

Develop a distributed staffing structure that facilitates the operation of an efficient, cost effective and responsive learning skills service

Recruitment of 20 learning skills staff in all branches and in all faculty teams has been a major milestone in the establishment of the Learning Skills Unit. Following the development of terms of reference, Learning Skills staff participated in Faculty Team meetings.

Manage faculty expectations and provide a well communicated service offer

A revised suite of publications incorporating learning skills was produced for 2008. A group of learning skills advisers worked with the Library's web team to revise the learning skills web page. Library News items and web page features on learning skills were also developed and run throughout the year.



Librarians and learning skills advisers at a joint seminar

Goal 4: Lending Services

To support teaching, learning and research by making course-related and research collections readily available for undergraduate and postgraduate students and staff.

Provide loans services from any branch of Monash University Library

Lending Services continued to provide materials as detailed in Appendix 1. The following initiatives commenced in 2008:

- In response to the new Monash Passport, loan privileges for honours and postgraduate coursework students were increased to align with those for higher degree research students and staff.
- A trial return system at the City Law Chambers was implemented in collaboration with the Faculty. The system was later approved as an ongoing service.
- The shelf life for holds was extended to seven days, leading to more items being collected by users. The practice of collecting holds from users' home libraries was discontinued in order to reduce staff workload and to increase open access shelf life.
- The Pharmacy Library trialled open access holds, allowing students to collect items they have requested from other branches from an open area of the Library. The implementation of open or browsable holds arrangements is being considered at other branches.
- Loan access to off site storage material was extended to include alumni and CAVAL borrowers.
- DVD security tagging was implemented in all branches. This system allows DVDs to be stored securely on open shelves and provides consistency in storage and retrieval across branches.
- Changes in housing and access for materials on hold and reserves, for example, achieves to important benefits of enabling users to browse the materials at the same time as reducing manual handling tasks for Library attendants.



Innovative red tag security system for DVDs allows storage on open shelves

Provide reserve collections and electronic reading lists

Open reserve systems were successfully implemented in the Pharmacy Library and trialled at the Gippsland Library. This initiative will be extended to other branches.

Readings and Reserve Services Review

The Readings and Reserve Service is heavily used by academics and students. The service was developed over a number of years and had become very resource intensive and complex, involving a variety of software, systems and processes. An extensive review resulted in more uniform and streamlined processes and the recommendation to acquire a new platform for improved electronic reading list management. The new software was approved for implementation in 2009.

Facilitate access to other libraries' collections

Through the CAVAL Reciprocal Borrowing Program staff and students from Monash University borrowed 21,593 items from 28 other Victorian academic libraries, a decrease of 14% against the 2007 data. Introduction of a fee to help recover costs of loans for staff and students using the University Libraries Australia (ULA) national borrowing scheme resulted in a reduction in the use of this service in 2008.

Obtain materials from other libraries for postgraduate students and staff

Providing rapid delivery of material from other libraries and commercial suppliers remains an integral part of research support to Monash staff and postgraduate students.

During the year 23,130 document delivery requests were received from Monash staff and students, of which 12,669 were processed. An additional 8,116 items were supplied to other libraries. This continues an ongoing trend of a gradual decline in requests (5-8%), partially due to increasing availability of digital book and journal collections. The fill rate of 90% is the same as 2007 and turnaround times for books (6.9 days) and copies (3.69 days) compare favourably to 2007.

Following the decision to replace the CLIO Inter-Library Loan Management system, Relais was selected as a cost effective system that is being increasingly adopted by university and government organisations within Australia. It will be implemented in 2009.

Goal 5: Physical Environment

To enrich the total study and campus experience through provision of innovative and welcoming facilities that both stimulate learning and respond to study and research needs

Five of the Library's ten branches are new or have now been refurbished, including the refurbished CL Butchers Pharmacy Library, which was opened on 1 December 2008. The two largest branches, Matheson and Caulfield, have not yet been refurbished. Planning has commenced to consider the costs and implications of expanding the Caulfield Library. A bid to expand the Matheson Library and develop its role has been made to the Commonwealth Government's Education Investment Fund.

Planning for a new Law Library at the Caulfield campus commenced, as it is envisaged that the Law Faculty will move to the Caulfield campus in 2012.

Provide study spaces which meet the differing needs of users for group and individual study

Following a review of the Facilities Master Plan (FMP), an audit of all branch libraries was undertaken. Wherever possible the recommendations of the review have been implemented, including revamping library entrances to achieve consistency and adopting elements of learning commons in each branch.

Provide reliable high quality physical libraries, technology and workstations

Following a review of all training and meeting rooms, facilities were upgraded to include new data projectors and smart boards. Flexible furniture was also installed to extend the functionality of the rooms. Videoconference facilities have been installed for staff at the Matheson and Caulfield Libraries and a portable unit is being used by staff in Gippsland until new facilities can be installed as part of the learning space developments at that branch. Web cam facilities and interactive communication software are being included as part of the upgrade of staff computers, as appropriate.

A number of software applications were installed, including Second Life, on all student-use computers in response to a request from the Faculty of Pharmacy and Pharmaceutical Sciences to use Second Life for teaching purposes. The rollout of Lotus Notes to all staff computers in the Library was completed over several months.

Over 67 power points were installed on new work stations at the Caulfield Library and further power points were installed at other branch libraries in response to the increased usage of laptops.

In conjunction with learning skills establishment in the Library, staff accommodation has been reviewed in all branches. Work has been undertaken to reconfigure this accommodation at several branches. Work at other branches will be undertaken during 2009.

Signage was reviewed at all branch libraries and changes were identified and made.

Pharmacy Library reopens

The CL Butchers Pharmacy Library moved back to its permanent home in the Manning Building on the Parkville campus and the temporary site at 407 Royal Parade was closed. The refurbished library provides a better, more convenient facility for users and is almost double the size it was formerly; it now occupies the majority of the ground floor of the Manning Building. The library has been designed to be technologically enabled, more



The CL Butchers Pharmacy Library reopened after refurbishment and expansion in 2008

adaptable to changing study styles, easier to navigate and modern in appearance and function. Staff from the Monash University Museum of Art created a display at the entrance using pharmacy artifacts made available by Pharmaceutical Defence Limited. The Museum also provided and installed artworks from the University collection in the Library to enhance the cultural experience of library users.

Journals that were held off-site during the refurbishment have been returned to the library. A group study area has been equipped with a smart board and serves as a flexible learning space. A training room is available for students' use when it is not being used for classes or workshops.

Innovative learning space development

The Library received more than \$300,000 from the Learning Spaces Taskforce to develop open and group-based collaboration spaces in the Gippsland Library. This will enable learning and information research skills to be taught in an innovative and technologically enriched environment, as well as providing an area for students to undertake collaborative learning. Together with comprehensive wireless connectivity being rolled out at Gippsland, this will significantly improve on-campus learning and collaboration facilities for students. Library staff prepared for the renovations by relocating serials and reviewing holdings. The design of the new learning space was endorsed in late 2008 and will be completed in 2009. This initiative is an example of the growing collaboration between the Library and the e-Education Centre.

Provide a secure and safe environment

Security

The Library's security and sound systems were reviewed. As a result, a professionally developed and consistent sound recording for the closing message was created for all of the branch libraries.

Safety

The Library met all of the occupational health and safety criteria in 2008 and according to reports received from the University's Occupational Health and Safety Unit, has made considerable improvements since 2005 in reducing injuries and compensation claims and increasing the rate of hazard reporting. The number of incidents has decreased from 28 in 2005 to 16 in 2008 and hazards reported has increased from four in 2005 to 31 in 2008. The increase in hazard reporting enables action before an injury or an incident results. As a result of Library OHS initiatives, Workcover claims have decreased from six in 2006 to zero in 2008.

Provide facilities for people with special needs

Services provided by the Library for patrons with disabilities include retrieval of items from the collections, arranging inter-campus and inter-library loans, and providing personal assistance with the use of assistive technologies available at seven of the eight branch libraries. A resting room service is provided in the Sir Louis Matheson Library. The use and appropriateness of these facilities are monitored by each branch's Disability Contact Officer.

Provide responsive hours of opening

Extended evening hours were trialled at the Peninsula Library, opening until 9 pm on Monday to Thursday for the two weeks immediately before the exams.

The Library continues to receive requests for longer opening hours at all campuses and will again review opening hours in 2009.

House the collection to standards that ensure preservation of resources for long-term research value

Sir Louis Matheson Collection Refurbishment Project

The focus of this project in 2008 has been the main and reference collections, Matheson Store and Music and Multimedia kits. Books and Elsevier and Springer serial abstracts and bibliographies have been sent to the offsite store, criteria have been developed for relocation of kit materials and weeding and relocation of the reference collection is proceeding ahead of weeding in selected Dewey ranges of the main collection.

Goal 6: Quality Management

To ensure that the Library meets or exceeds the requirements and standards of best practice in the Australian university sector.

Provide a planning and continuing improvement framework for activities and services

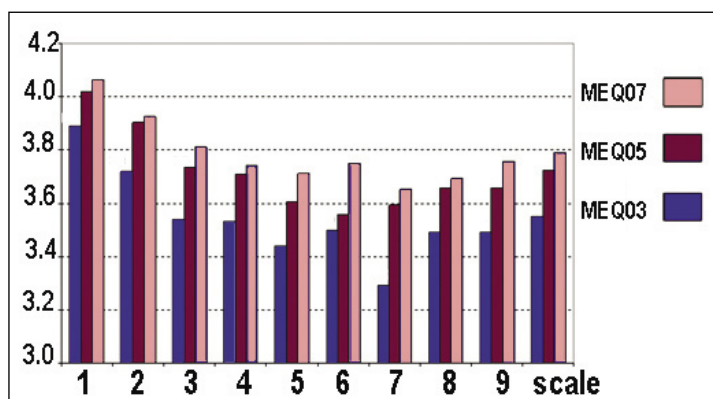
The Library actively contributes data to a range of University, national and international surveys. The Monash University experience surveys and the Council of Australian University Librarians user surveys provide valuable, objective measures of Library users' perception of the facilities and services offered.

The Library's risk and compliance register is updated and completed quarterly.

Current Service Level Agreements and Key Performance Indicators are in place. These are reported regularly to the General Library Committee and made available on the public Library website. Learning services was included in the Library's service level reports for the first time in 2008.

Monash Experience Questionnaire

The Monash Experience Questionnaire, the University's major survey, asks students about all academic aspects of University life. Students are asked to rate several items that relate to the Library in a section headed Student support/resources. Students reported positively on all items in this section and 70.8% were satisfied with student support/resources in general. As can be seen from the graph, the Library's results are very positive and have been gradually improving since 2003.



MEQ07 results. Comparison of item results in areas of student support/resources over the University. Library services and resources are represented in columns 1 and 2

Provide an energised, innovative work environment

Values and behaviours

As part of a staff development initiative, all Monash University Library staff participated in the development of values and behaviours statements to improve the work environment. Four core values were identified: Service, Excellence, Cooperation and Integrity. Under each of the values a number of elaborating behaviours were identified.

Continue to improve Library marketing and communications programs

Communications Framework development

A communications framework for the Library was endorsed to provide guidance to staff regarding methods of communication and effective communication channels within the University.

The use of electronic noticeboards in each branch was reviewed and the images improved to ensure that accessible, consistent information is communicated to users. A survey revealed a high level of acceptance of the range and content of the slides.

The suite of publications, in particular the library user's guide (z card) and toolkit provided to users, was reviewed. This revealed that users preferred more targeted content and distribution rather than one publication that covered all aspects of the Library's services. As a result the format and content of a number of the publications has been updated.

Effective staff performance and development program

In addition to the two major initiatives described below, a range of developments took place in 2008:

- Performance planning training was offered to supervisors.
- A number of team building workshops were organised.
- Participation was sought in working groups developing learning spaces.
- The Library's Staff Development funding model was reviewed and funds were distributed according to the new model.

Conference attendance

To ensure fair and equitable access to work-related conferences, new guidelines were developed to clarify the requirements and selection process for staff to attend. Within this framework, a conference attendance selection committee was formed and all applications for conference attendance are now evaluated by the committee.

Management Skills Development

A management and leadership program was implemented, with two staff participating in 2008. The program consists of several streams: formal management skills training, participation in recruitment and selection activities, exposure to human resource issues, Library project activities and shadowing of HEW 7/8/9 coordinators and managers.

Lead and support the creative management of the university's scholarly information

e-theses

The University's requirement for theses to be submitted electronically was formalised in 2008 for implementation from 2009. Electronic publication of theses will allow the University to make its research output more widely available. Communication of the new requirement to staff and students was identified as a priority and to this end, the Library worked with the Monash Research Graduate School to develop information for the web site and training materials. New procedures and workflows for e-thesis submission were also developed.

Copyright

The University Copyright Officer is based in the Library and performs advisory, consultative and educational roles on Library projects and across the University. The copyright risk profile has been reviewed and updated, with key actions concentrating on communication and training. The Library induction program for new staff has been reviewed and now includes a component on copyright. The Copyright Advisory Group (CoAG) developed the Copyright Compliance Policy, which was endorsed by the University's Strategy and Resources Committee. Targeted training for sessional staff and higher degree students and their supervisors was introduced. The Copyright website was updated to include information for new postgraduate students completing their PhD submissions and new FAQ's were developed for readings and reserve staff. The Library Electronic Resources Misuse policy and procedures were tabled and endorsed by CoAG. The Library's Terms and conditions of use page, relating to the use of Information Technology resources, was reviewed at CoAG and recommended changes were made to the website.

Goal 7: Partnerships

To align with the University's defining themes of innovation, engagement, internationalisation and global development to support the wider Monash community. Improve services through co-operative arrangements with CAUL, CAVAL, ARLAC, AARLIN and the University of Melbourne/Monash protocol and build on these relationships for the benefit of all Australian libraries, including achieving greater buying power.

Support international campuses and partnerships

A review of monograph supply for Monash Sunway and Monash South Africa was conducted and the findings have been communicated to these libraries. Advice was provided on collection development and planning for future space requirements. Lending services policies were reviewed and both Sunway and South Africa supported the Monash Passport by improving loans to higher degree by research students.

Monash South Africa

Cathrine Harboe-Ree and Janette Burke visited the Monash South Africa campus in May. The main purpose of the visit was to meet the new Campus Librarian and to assess the effectiveness and operation of the newly established Library and Learning Commons, particularly from the point of view of the implementation of the Monash University Library Facilities Master Plan. This visit also provided an opportunity to meet new library staff. Cathrine presented a paper at a data management conference in Pretoria and both Cathrine and Janette visited a number of universities in Cape Town to strengthen links with Monash South Africa.

In late November the Campus Librarian and newly appointed Learning Skills Adviser from South Africa visited Australia.

Monash Sunway

A Service Level Agreement has been drafted between the Sunway and Australian libraries. Input and advice was provided in the development of the Service Level Agreement between the Library and faculties at the Sunway campus.

Lisa Smith and Leanne McCann undertook a Learning Skills Review visit to Malaysia in May 2008. The final report was presented to the Sunway campus Education Committee for consideration. Siaw-Wan Chong, the AARLIN Officer from the Information Resources Division, visited Sunway Library and Learning Commons in June 2008. As requested she provided training on introduction to reference services with emphasis on off-desk reference services, Monash electronic resources and databases, and hands-on use of MultiSearch and SFX.

Hong Bernard, Contact Librarian from the CL Butchers Pharmacy Library, visited Sunway Library and Learning Commons in late 2008 to provide training on the use of electronic alerts and dissemination of new titles.



Monash University Sunway Library and Learning Commons

Staff from the Information Services and Information Resources Divisions contributed to the development of a training program in reference and acquisitions for the Sunway Library and Learning Commons staff. Staff mobility requests were submitted for visits to and from the two overseas campuses in 2009.

Provide services as appropriate to Monash partner organisations and commercial operations on campus

External Client Services

The External Client Services Unit (ECS) provides a service to members of the public who do not qualify as the Library's primary clientele, that is, Monash enrolled students and staff on the Monash payroll. Since its inception ECS has provided a centralised, coordinated and standardised delivery of service to external clients. ECS processed 528 memberships in 2008, with 492 of those being alumni memberships. The demand for ECS in the business world is decreasing, particularly for document delivery and in-depth research. A marketing campaign will be undertaken in early 2009 to determine whether there are any business opportunities remaining. The provision of virtual library services to hospitals and health institutions is a possible area of growth and will be further investigated, while existing arrangements with Bethlehem Hospital and the Cancer Council will continue to be monitored.

Monash College

In 2007 a service level agreement was drawn up between the Library and Monash College outlining a range of services to be provided. This included borrowing privileges (in line with Monash University undergraduates), the provision of reading lists and library classes covering how to use the catalogue, website and databases. Late in 2007 Monash College wanted the library programs to be more embedded into the curricula, like those on offer to undergraduates. In 2008 an increased number of subject classes including psychology, nursing, business and economics, were offered across all campuses. The External Client Services Unit enlisted the help of contact librarians at Peninsula, Caulfield and Hargrave-Andrew to be able to meet the demand from Monash College.

Hospitals

Provision of library services for staff and students of the Faculty of Medicine, Nursing and Health Sciences continues to be one of the more complicated challenges for the Library as the numbers of students and clinical placement locations continue to increase.

The Library selects and promotes electronic resources including e-books when available. All electronic information purchased by the Library is available to staff and students at all locations, including overseas campuses and clinical schools. This is particularly important in supporting the increasing demands of students on placement while financial support for hospital libraries from the Commonwealth Teaching Hospitals Grant continues to decline.

In 2008 the Library acquired 1,208 items and some print journals to support Monash students at teaching hospitals and spent more than \$260,000 on material for hospital libraries. The Hargrave Andrew Library processed 1,198 items previously purchased for hospital libraries that were no longer required. From these, 42 items were sent to the Gippsland collection and 343 items were donated through the Southern Health Library for libraries in developing countries.

2008 was the first year of the graduate entry Bachelor of Medicine, Bachelor of Surgery degree at Gippsland, with students regularly attending placement locations during the year. The Faculty contact librarian at the Peninsula Library participated in the Frankston Hospital welcome for Gippsland Medical School students who will commence there in 2009.

To facilitate the coordination of library services provided by the hospital libraries, the Director Client Services, Science Health and Engineering convenes the Hospital Librarians Committee, which meets three times per year. At one meeting, the Associate Dean (Teaching Hospitals) Faculty of Medicine, Nursing and Health Sciences discussed the strategic development of the faculty and hospital relationship. The Monash University Library's role in research data management was also presented at one of the meetings.

Monash University Library librarians represent the University on hospital library committees such as:

- The Southern Health library Network Committee
- The Ian Potter Advisory Committee
- The Ian Potter Management Committee.

Support alumni access to Monash resources

The alumni membership structure was reviewed in late 2007 and as a result Alumni memberships were broken down into a number of categories; access to print resources, access to electronic resources, or a combination of both. The range of resources available for alumni was expanded to include ScienceDirect and Scopus. Alumni memberships with access to print resources became available at Sunway and South Africa.



Students at the new Monash South Africa Library and Learning Commons

Appendix 1: Statistics

1. Library Collections (Volumes)

1a. Collections

	Monographs	Serials	Microforms	Non-book	2008 total	2007 total	% change
Sir Louis Matheson Library	1,070,091	174,092	331,891	31,769	1,607,843	1,631,520	-1.5%
Hargrave-Andrew Library	220,094	185,970	17,955	6,515	430,534	421,748	2.1%
Law Library	67,536	88,341	8,968	657	165,502	163,663	1.1%
Caulfield Library	264,197	62,892	4,118	33,012	364,219	353,196	3.1%
Peninsula Library	169,108	27,339	16	1,128	197,591	202,890	-2.6%
Berwick Library	21,313	358	25	2,136	23,833	22,340	6.7%
Gippsland Library	138,462	32,654	5,792	53,856	230,764	237,230	-2.7%
CL Butchers Pharmacy Library*	16,889	6,338	732	79	24,038	18,867	27.4%
Off Site Store	132,908	817	0	0	133,725	78,403	70.6%
TOTAL	2,100,598	578,801	369,496	129,152	3,178,047	3,129,856	1.5%

* Pharmacy moved back into the new premises in 2008 - a large number of bound volumes were transferred back from the offsite store

1b. Electronic collections

	2008	2007	% change
Electronic monographs (books)	318,432	298,888	6.5%
Electronic serials accessible through the catalogue	59,118	37,537	57.5%
Online databases (excludes websites and CD-ROMs)	978	897	9.0%

* CAUL deemed titles not available.

2. Loans and borrowing activity

2a. Total loans and renewals

	2008	2007	% change
Loans	1,001,544	1,011,099	-0.9%
Renewals	611,351	608,092	0.5%
TOTAL	1,612,895	1,619,191	-0.4%

2b. Inter-campus loans (loans between branches of the Monash University Library)

	2008	2007	% change
Holds received (not including items found on local shelves)	152,240	153,469	-0.8%
Items charged out	105,950	94,701	11.9%

2c. Inter-library loans (loans between libraries – reciprocal borrowing schemes)

	2008	2007	% change
Requests received from Monash staff and students	23,130	24,982	-7.4%
Requests processed / items delivered to Monash staff and students	17,922	19,499	-8.1%
Items supplied to other libraries	8,116	8,668	-6.4%

2d. Branch loan statistics (total loans – reserve and non-reserve not including renewals)

	2008	2007	% change
Berwick	28,265	31,311	-10%
Caulfield	277,292	259,319	7%
Gippsland	56,397	57,139	-1%
Hargrave-Andrew	132,457	142,060	-7%
Law	47,579	48,484	-2%
Sir Louis Matheson	377,782	391,377	-3%
Peninsula	65,689	63,063	4%
Pharmacy	14,977	17,011	-12%
TOTAL	1,000,438	1,010,764	-1%

3. Serving Library users

3a. Information literacy (training in using library and information resources)

	2008*	2007	% change
Sessions	1,015	1,158	-12.3%
Participants	16,322	20,747	-21.3%
Staff contact hours	1,512	1,705	-11.3%

* Change is partly due to increased embedding of information literacy skill development into curricula.

3b. Learning skills

	2008	2007*	% change
Sessions	4703	1678	NA
Participants	30,906	5803	NA
Staff contact hours	7831	1831	NA

* Change not valid because learning skills data was only collected for part of 2007.

3c. Enquiries

	2008	2007	% change
In person (reference enquiries only)	83,986	89,359	-6.0%
By telephone	13,072	14,486	-9.8%
ask.monash enquiries	1,869	2,292	-18.5%
ask.monash FAQs accessed	22,153	21,388	3.6%
Live help (online chat)	1,206	935	29.0%
Off campus support	6,541	8,110	-19.3%
TOTAL	128,827	136,570	-5.7%

3d. Door count

	2008	2007	% change
Door count	3,761,460	3,586,077	4.9%

3e. Online course-related resources

	2008	2007	% change
Downloads of past exam papers	797,913	730,103	9.3%
Downloads of Library digitised items *	2,796,645	3,468,231	-19.4%
Audio streams accessed from web pages	388,880	458,689	-15.2%
Mp3 downloads accessed from web pages	2,779,734	681,526	NA**
Mp3 podcasting accessed from web pages	1,257,470	599,270	109.8%

*Archived copies were deleted in 2008

** % change not valid because 2007 data was for 6 months only

Appendix 2: Key Performance Indicators

Service Level Agreement with Faculties – Key Performance Indicators 2008

Service 1 – Information Resources: Access and Delivery

Service description: Access to materials and resources

Key Performance Indicator	Result	Comments (2008)
Library open 100% of advertised opening hours.	All libraries were open for 100% of their advertised opening hours with the exception of closures due to external circumstances such as power failures, storms or plumbing works.	Reported quarterly.
90% of items returned from loan reshelfed within 24 hours Monday to Friday.	This indicator was exceeded in each quarter. The average for the year of 97.72% was an improvement over the 2007 result.	Measure quarterly: Jan - March: 98.44% April - June: 98.8% July – September: 96.67% October – December: 97%
85% of students agree that library services are readily accessible.	The percentage increased by 1%, from 80.1% to 81.1%.	Monash Experience Questionnaire report, administered August 2007 published January 2008.
The library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes.	The catalogue was available at least 98% of the advertised times throughout the year. Down times were due to a number of causes but were generally for short periods totaling less than one hour per event.	Measure quarterly: Jan - March: 100% April - June: 98.9% July – September: 99.98% October – December: 99.6%.

Service: No. 3 – Information Resources: Collection Management

Service description: Development, selection, acquisition, cataloguing, maintenance and overall management of library resources

Key Performance Indicator	Result	Comments (2008)
95% of items requested within budget are ordered by 31 October.	91.92% of items requested were ordered.	Measured quarterly Jan - March: 84.2% April - June: 94.2% July – September: 92.1% October – December: 97.2%.
95% of web links in the library catalogue are accurate.	Through out the year an average of 97.1% links were accurate. In the first quarter the result was lower due to links changing as a result of the change of Federal Government.	Measured quarterly Jan - March: 94.1% April - June: 98.3% July – September: 98.2% October – December: 97.7%.
85% of students agree that library resources are appropriate for their needs.	76.1% of students agreed with the statement, which is 0.9% higher than in 2005.	Measured biennially by the Monash Experience Questionnaire Report, administered Aug 2007, reported January 2008.

Service 3 Information Services

Service description: Information services to enable library customers to identify, locate and effectively use appropriate materials and services

Key Performance Indicator	Result	Comments (2008)
75% of library users satisfied with the quality of library service.	No report for 2008.	Reported biennially through the client survey conducted by Australian university libraries.

Service: No. 4 – Learning Skills

Service description: Learning skills services to facilitate the development of core skills and attributes that students need to learn within an academic environment and disciplinary context

Key Performance Indicator	Result	Comments (2008)
Improvement in identified learning skills in a minimum of 3 identified units with integrated learning skills programs.	<p>Most units recorded positive student and/or academic staff feedback and some improved student performance in assessment tasks.</p> <p>The KPI Addendum Report provides details of 16 units (2 Business and Economics, 5 Engineering, 3 Information Technology, 4 Law, 2 Science) with integrated learning skills programs.*</p>	Measured annually. Pre and post Unit Evaluation data for selected units ('overall satisfaction' higher than 70% over a mean of 4).
70% of students are satisfied with the opportunities they have had to develop their language and learning skills to meet their needs at university (target mean of 4).	In the 2008 MSEQ 73.9% of students agreed that Library services support their learning effectively (mean 3.87). The target was 70%. Next MSEQ is due in 2010. Next MEQ is due in 2009.	Measured annually. Monash Experience Questionnaire (MEQ), Monash Support Experience Questionnaire (MSEQ) on alternate years. Course Experience Questionnaire (CEQ) Generic Skills scale. MEQ Generic Skills scale.
90% of Higher Degree Research students are broadly satisfied with the opportunities they have had to improve their reading and writing for research through the Learning Skills Unit (target mean of 4).	The learning skills additional question for the 2008 HDR exit survey was not implemented, but will be for 2009. The next Postgraduate Research Supervision Survey is due in 2009.	Measured annually. HDR exit survey and biennial Postgraduate Research Supervision Surveys.
* The learning Skills KPI addendum is accessible at: http://www.lib.monash.edu.au/about/sla (as part of the January 2009 Report)		

Service: No. 5 – Physical Environment

Service description: Study and work environment

Key Performance Indicator	Result	Comments (2008)
75% of library users satisfied with library facilities and equipment	Nothing to report this period.	Reported biennially through the client survey conducted by Australian university libraries.
70:1 ratio of on-campus students (EFTSU) to workstations.	Current ratio of students to workstations is 33:1.	Reported annually On-campus students (EFTSU) per workstation.

Service: No. 6 – Flexible Learning Services

Service description: Delivery of library resources to off campus students (a) students enrolled in an off campus learning course; (b) students enrolled in a course that does not require on campus attendance; (c) students undertaking a combination of on campus and off campus courses.

Key Performance Indicator	Result	Comments (2008)
90% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday.	100% of queries were resolved within 24 hours.	Measured biannually

Service: No. 7 – Document Delivery services

Service description: Delivery of requested items not available in home campus Monash Library

Key Performance Indicator	Result	Comments (2008)
95% of requests dispatched to first potential supplier within one working day of receipt.	More than 95% of requests were processed within 24hours of receipt.	Measured quarterly.
95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt.	More than 95% of requesters were notified within 24hours.	Measured quarterly.

Service: No. 8 –Partnerships

Service description: Services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships

Key Performance Indicator	Result	Comments (2008)
Service level agreements negotiated with partner institutions.	Nothing to report this period.	Measured biannually

Appendix 3: Visitors 2008

Date	Name	Organisation	Purpose of visit
11/1/2008	Sue Milne, Law Librarian	University of Adelaide	View Law Library and discuss issues relevant to law libraries
4/2/2008	Alison Briggs, Manager, Business Services	Macquarie University Library	View refurbishment in connection with new library building plans at Macquarie
8/2/2008	Richard German, Health Sciences Librarian	University of Otago	View refurbishment; discussion with medical librarians
8/2/2008	Library Resource Manager	Hort Research (Auckland)	View refurbishment in relation to refurbishment plans at Mount Albert Campus
12/2/2008	Teresa Chia, Land and Food Resources Melbourne University and David Castro (architect)	University of Melbourne	View library and leaning spaces
19/2/2008	Alex Leknius, Manager, Faculty Library Services and Melbourne Campus Library	Deakin University Burwood Campus	View refurbishment in relation to refurbishment plans at Burwood
29/2/2008	Matt Novak, Law Librarian and Assoc Professor of Law	University of Nebraska, USA	View Law Library and discuss online resources and legal research programs
4/4/2008	Carole Hinchcliff, Frank Ponte, Dennis Warren, Sandra Pyke	University of Melbourne, Victoria University, La Trobe University, Deakin University	View Law Library and discuss issues of concern to Victorian law librarians
18/4/2008	Maria Heijne and delegation of international librarians	IATUL	Overview of MUL and areas of interest
28/4/2008	Paul Ayris, Director, UCL Library Services	University College London	Learning spaces, digital initiatives
15/5/2008	Bhojaraju Gunjal	2008 Endeavour Research Fellow - from Bangalore, India	Digital initiatives
23/5/2008	Prof Shigeo Sugimoto	University of Tsukuba, Japan	Metadata, ASRC, Learning Skills

Date	Name	Organisation	Purpose of visit
27/5/2008	Robin Wagner	Director, Library at Gettysburg College Pennsylvania, USA	Tours of Matheson and Hargrave-Andrew Library
29/5/2008	Dr Eileen Peacock	Dean of Charlton Business School, University of Massachusetts, USA	Tour of Matheson, including Rare Books
25/6/2008	Margaret Colmer (Lending Services & Document Delivery Librarian) and Ellen Randva (Research and Reference Services Librarian)	University of Adelaide	Discussing developments in their areas of responsibility
26/6/2008		Chinese delegation of government officials (Public Health)	Looking at MU facilities regarding proposed course (Med/Bus Eco) - arranged with Judith Zhu (Dept. Management)
14/7/2008		Group of Victorian Deputy University Librarians	Tour of Hargrave-Andrew Library
16/8/2008	ALIA Special Librarians Group	ALIA	Tour of Hargrave-Andrew Library and discussion of refurbishment
27/8/08	Ian Dolphin	Hull University	ANDS, ARROW, ARCHER, DART
16/10/08	Chris Rusbridge	Joint Information Systems Committee (JISC), UK	Data management - DARE, ANDS etc
20/10/08	Sue Roberts and two senior staff	Victoria University Wellington, NZ	Service developments, research support, facilities
29/10/08	Steven Haby	Library Services Coordinator, Latrobe City	Local history material, arrangements for opening of new Latrobe City Library at Churchill, opportunities for collaboration/exchange
14/11/08	Simon Vaughan	Cardiff University, UK	Data management - DARE, ANDS etc
8/12/08	Delegation	Renmin University, China	Tour of Hargrave-Andrew Library
16/12/08	Mrs Malnie Pieris, Secretary to the Ministry of Higher Education; Mr N.S. Abeywardena, Project Director, Distance Education Modernisation Project	Ministry of Higher Education, Sri Lanka	Discussion of library support services to higher education off-campus learning students

Appendix 4: Selected Publications, Presentations and Memberships

Publications

- Androulakis S, Schmidberger J, Bate MA, DeGori R, Beitz A, Keong C, Cameron B, McGowan S, Porter CJ, Harrison A, Hunter J, Martin JL, Kobe B, Dobson RC, Parker MW, Whisstock JC, Gray J, Treloar A, Groenewegen D, Dickson N, Buckle AM. 'Federated repositories of X-ray diffraction images.' *Acta Crystallographa Section D, Biological Crystallography*, Jul;64 (Pt 7): 810-4.
- Milne, S and Tucker, K. *A Practical Guide to Legal Research* (Pymont, N.S.W. Lawbook Co, 2008).
- Runner, D. 2008, 'Document Delivery at Monash University.' *Health Inform: official publication of Health Libraries Inc.* v.17 no 1.
- Scott-Maxwell, A. 'Localising global sounds: world music and multicultural influences in Australia' in S. Homan & T. Mitchell, eds., *Sounds of Then, Sounds of Now: Popular Music in Australia*, Hobart: Australian Clearinghouse for Youth Studies, 2008: 73-92.
- Scott-Maxwell, A. 'Making Music to Feel at Home: the Indonesian Student Music Scene in Melbourne', in D. Bendrups, ed., *Music on the Edge: Selected Papers from the 2007 IASPM Australia/New Zealand Conference*, Dunedin, Dunedin: IASPM Australia/New Zealand, 2008: 149-154 [refereed proceedings].
- Scott-Maxwell, A. 'Royal Songs and Royal Singing: Music in the Norodom Sihanouk Archival Collection', *Fontes Artis Musicae* 55/1, Jan-March, 2008: 180-190.
- Scott-Maxwell, A. 'Seeking the "popular" in Melbourne's Banda Bellini', in I. Collinson, ed., *Whose Popular Music? Industry, Performers, Fans: Selected Sydney*, Sydney: International Association for the Study of Popular Music Australia New Zealand Branch and Perfect Beat Publications, 2008: 34-44 [refereed proceedings].
- Tucker, K and Hughes, T, 'Collaborating on Teaching the RAW Materials for a Law Degree - Research and Writing.' *Australian Law Librarian* 16(4) 2008, 256 (also presented at the Australian Law Librarians' Conference, Perth, 17-19 September 2008).

Presentations:

Suzanne Clarke

- 'Research Data Storage and Management at Monash' The Data Management Plan: Putting policy into practice, Melbourne, August 2008.
- 'The Monash Data Management Plan.' Monash e-Research Centre, e-XPO Week, August 2008.
- 'Resource Discovery Framework at Monash University.' Victorian Deputy University Librarians Group, July 2008.

Cathrine Harboe-Ree

- 'Data management and the curation continuum.' VALA Conference, Melbourne, February 2008.
- 'eResearch support in Australia: a Monash University perspective.' Data management seminar, Pretoria, May 2008.
- 'Will you DARE?: the changing role of librarians.' CSIRO Libraries: Moving Forward seminar, Canberra, June 2008.
- Monash University Library: strategic directions.' Ex Libris Pty Ltd, Jerusalem, June 2008.
- 'Research: what's happening and the role of the university library.' Universities Australia Library Seminar, Sydney, July 2008.
- 'Collaboration.' Universities Australia Library Seminar, Sydney, July 2008.

Simon Huggard

- 'Link Checking outside of Voyager' - presentation at ANZREG meeting, RMIT, 8 February 2008.
- 'IGeLU User group update' - presentation at ANZREG meeting, RMIT, 8 February 2008.
- Resource Discovery and my.monash presentations to Ex Libris in Israel, 18 June 2008.
- E-Resources usage statistics with EzProxy - presentation at IGeLU conference, Madrid, Spain, 9 Sept 2008.
- Collaborative testing experiences (with Voyager) - presentation at IGeLU conference, Madrid, Spain, 10 Sept 2008.

Aline Scott-Maxwell

- Panel convenor, Resourcing and Researching Asian Studies in the New Century, Asian Studies Association of Australia Conference.
- 'Making a Home Away From Home: The Indonesian Student Music Scene in Melbourne', Music, Culture and Society Conference, Monash University, March 2008.
- 'Expressing Community and Translocalism through Pop: The Indonesian Student Music and Popular Culture Scene in Australia', Jurnal Antropologi Conference, Banjarmasin, Indonesia, Aug. 2008.
- 'From San Remo to the Antipodes: Singing, Song-writing and the Italian Song Festival tradition in Australia', International Association for the Study of Popular Music, Australia-New Zealand Branch Conference, Griffith University, Brisbane, Nov. 2008.

Richard Overell

- 4th Australian and New Zealand Rare Book Summer School, February 2008.

Memberships:

Janette Burke

- CAVAL Board.
- CAVAL Products and Services SubCommittee.

Sian Wan Chong

- Member, AARLIN Review Group.

Suzanne Clarke

- Member, G07 Last Copy Working Party.
- Convenor, ARLAC (Academic and Research Libraries Acquisition Consortium).
- Member, AARLIN (Australian Academic Research Libraries Information Network) Management Committee.
- Member, ALIM (Asian Research Libraries in Melbourne) Management Committee.
- Member, Nereus Steering Committee.

Cathrine Harboe-Ree

- Member, Australian Academic and Research Libraries Editorial Board.
- Member, Australian eResearch Infrastructure Council (AeRIC).
- Member, Australian National Data Service (ANDS) Steering Committee.
- Chair, Australian Research Repositories Online to the World (ARROW) Management Committee.
- Faculty member, CAUDIT/Educause Institute.
- Deputy President, Council of Australian University Librarians (CAUL) – retired September 2008.
- Member, Program Committee, Global Research Library 2020.
- Member, Victorian University Librarians' Group.

Andrew Harrison

- Chair, ARROW Managers Repositories Group (until mid 2008).

Simon Huggard

Deputy Chair, ANZREG (Australia & New Zealand Regional Enduser Group, part of the International Group of Ex Libris Users).

Caroline Knaggs

- Member, ALIA Pathways (Information Literacy) Committee.

Donna Runner

- CAVAL Digital Interest Group.

Robert Stafford

- CARM Advisory Committee.

Kay Tucker

- Editorial Board - *Australian Law Librarian*.

Jenny Warren

- Member, Libraries Australia Victorian User Group.
- Member, Libraries Australia Cataloguing Interest Group Subcommittee.

Appendix 5: Library committees

General Library Committee

General Library Committee met four times in 2008. The committee provides a forum for advice and guidance to the University Librarian on the strategic operation and direction of the Library and acts as an advisory committee to the Academic Board.

Presentations featured in the year's meetings included the Library's leadership role in data management at Monash, continuing progress in the development of the Learning Skills initiative and linking to Library resources from Google Scholar. The Committee also endorsed the Library's 2007 annual report and the strategic plan for 2009-2011. A new initiative arising out of General Library Committee's discussions was a Student Forum hosted jointly by the Library and Information Technology Services.

General Library Committee membership 2008

Professor John Sheridan – Chair appointed by Academic Board
 Professor Adam Shoemaker – Vice-Chancellor's nominee
 Mr George Ou – Vice-President (Finance) nominee
 Professor Sid Nair – Academic Board
 Professor Rae Frances – Strategy and Resources Committee
 Professor Max King – Office of the Deputy Vice-Chancellor (Research) – coopted
 Ms Margo Hellyer – Information Technology Services – coopted
 Ms Lorraine Bennett – Centre for the Advancement of Learning and Teaching – coopted
 Dr Luke Morgan – Faculty of Art and Design
 Professor Barbara Caine – Faculty of Arts
 Professor Julian Teicher – Faculty of Business and Economics
 Dr Graham Parr – Faculty of Education
 Professor Wayne Cook – Faculty of Engineering
 Dr Larry Stillman – Faculty of Information Technology
 Ms Susan Barkehall-Thomas – Faculty of Law
 Associate Professor Julia Choate – Faculty of Medicine (A/Professor Ramesh Rajan deputised for meetings 1/08, 2/08 and 3/08)
 Associate Professor Louis Roller – Faculty of Pharmacy and Pharmaceutical Science
 Dr Dennis O'Dowd – Faculty of Science
 Mr Matthew Ericson – Monash Postgraduate Association
 Ms Alexandra Phelan – Monash Student Association
 Ms Dash Jayasuriya – Monash Student Association
 Mr Joe Choy – Monash University Student Union (MONSU) Caulfield
 Ms Cathrine Harboe-Ree – University Librarian – ex officio
 Ms Janette Burke – Director, Central Services – ex officio
 Ms Sue Clarke – Director, Information Resources – ex officio
 Ms Wilna Macmillan – Director, Client Services, Science, Health and Engineering – ex officio
 Ms Lisa Smith – Director, Client Services, Humanities and Social Sciences – ex officio
 Mrs Marion Miller – Committee Secretary.

Monash University ePress Advisory Committee

The ePress Advisory Committee met four times during 2008. ePress Advisory Committee membership in 2008 was as follows:

Professor Max King – Chair, Director of the Monash Research Graduate School, Deputy Dean and Senior Associate Dean of the Faculty of Business and Economics, Monash University
 Professor Graeme Davison – Executive chair, School of Historical Studies, Faculty of Arts, Monash University
 Ms Jo Bramble – Bramble Marketing and Communications
 Ms Sue Clarke – Director, Information Resources Division, Library, Monash University
 Ms Cathrine Harboe-Ree – University Librarian, Monash University

Associate Professor Graeme Johanson – Director, Caulfield School of Information Technology, Faculty of Information Technology

Miss Karinne Ludlow – Senior Lecturer, Faculty of Law, Monash University

Mr Peter Mathews – Library Planning Executive, Monash University

Mr Paul Mercieca – Lecturer, RMIT School of Business Information Technology, RMIT University

Professor Mark Peel – Associate Dean, Teaching, Faculty of Arts, Monash University

Ms Michele Sabto – Manager, Monash University ePress

Professor Adam Shoemaker – Deputy Vice-Chancellor (Education), Monash University

Professor Ilana Snyder – Associate Dean, Faculty of Education, Monash University

Dr Andrew Treloar – Project Manager, Strategic Information Initiatives, Information Technology Services, Monash University

Mr Tim Winkler – Director, University Marketing, Monash University

Appendix 6: Selected new Library resources

The following electronic resources were amongst the most significant acquisitions during 2008. They can be accessed through the library catalogue:

TVNews

Mass Observation online

Medieval travel writing

The Economist : historical archive 1843-2003

Masters of Architecture

World Scientific eBooks – 2006 and 2007 imprints

Index to Legal Periodicals retrospective - 1908-1981

NRC journal collection

Psychiatry Legacy Collection Online Journals 1844-1997

Geobase - new platform

Springer eBooks – new collections

Springer ejournals

Burney newspaper collection

Contemporary women's issues – new platform

DRAM – Database of Recorded American Music

Ecospecifier

Rock's Back Pages

American Institute of Aeronautics and Astronautics

Thieme journals

Elsevier reference works

CRC Netbase eBooks – new collection

Sage journal backset collection

Dance in Video

Opera in Video

Bestcase

MINT Global