

University of Queensland Library 2004 Library Review Recommendations

Implementation Report

RECOMMENDATION 1

(1) To continue its successful and vigorous role within the University, the Library should take all necessary steps to further inform and educate the university community about its programs and services.

(2) Significant opportunities remain for more flexible relationships with other stakeholders.

(3) The University Administration needs to assist the University Library in maximising the opportunities.

Implementation

(1) In order to improve its communication, the Library established a Working Party early in 2005 with cross sectional representation to consult with University and community stakeholders to:

- review the Library's communication strategies, marketing strategies and its publication program
- recommend improvements to communication strategies, marketing strategies and publications

The Working Party has developed a marketing plan (Attachment 1) which will be implemented in 2006.

(2) Throughout 2005, the Library has pursued closer relationships with other parts of the University, in particular TEDI, ITS and the Student Centre (refer recommendation 8, point 2 and 3). During 2005 Library staff attended monthly Alumni meetings at the Development Office and as a result the Library has further developed services offered to Alumni.

With the appointment of the new University Librarian and Director of Learning Services, it is anticipated that there will be increased collaboration with TEDI in 2006.

(3) The Library has been greatly supported and assisted by the University administration in 2005. This assistance has provided the Library with information to ensure it is aware of new developments. Securing a formal agreement between the Library and QIMR could not have been achieved without the support of the Deputy Vice-Chancellor (Research).

RECOMMENDATION 2

The University Librarian should ensure that library planning processes are frequently updated so that the requirements of the rapidly changing environment, which has been caused by the increasing application of Information Communications Technology (ICT), are factored into all library planning processes. The University Librarian should actively seek out opportunities to play a leadership role in wide institutional information management issues.

Implementation

The Library realigned its annual operational planning processes to fit in with the University's process. Changes in the ICT environment and in information provision and access were high on the priorities identified for 2006. The Library has continued to participate in all major information management committees.

The Library has been represented on

- Information Technology Services Policy and Planning Committee
- Information Technology Consultative Group
- eLearning Working Party
- Web Interface Working Party
- Electronic Course Profiles Reference Group
- Blackboard Implementation Working Party
- Smartcard Working Party
- Records Management Working Party

RECOMMENDATION 3

The University Librarian should continue to report to the Senior Deputy Vice-Chancellor. However, to realise the potential for increased synergies and to ensure that library issues and needs are addressed together with other issues important to the academic needs of the University, the Committee recommends that the University Librarian be invited to attend the DVC (Academic)'s management team meetings.

Implementation

With the departure of the DVC (Academic) in April 2005, the University decided to move the Library into the portfolio of the new DVC (Academic). However, for various reasons, the acting University Librarian continued to report to the Senior Deputy Vice-Chancellor throughout 2005. The Library looks forward to being part of the DVC (Academic) management team's meetings in 2006. It will assist the Library in being informed of wider University issues as well as keeping the other areas better informed of Library activities.

RECOMMENDATION 4

The Library should take the steps necessary to allow students to use USB memory devices on library machines.

Implementation

The Library developed a plan enabling student USB access on all public workstations in all branch libraries. There were a number of access issues as a result of requiring authentication which were resolved and USB access was available for all students and staff from the beginning of Second Semester 2005.

RECOMMENDATION 5

Following the already successful model of jointly providing for the library and information needs of health care students and staff, the Library should develop an agreement with the Queensland Health and private health providers to meet the needs of health care students beyond the hospitals.

Implementation

Given the number of private health providers in Queensland it is not possible to enter into an arrangement with each one. However, the Library continued to work with the Faculty of Health Sciences to ensure that all health-care students receive relevant library services. For example, the Library formed a partnership with the USQ Library in January 2005 to provide services for UQ medical students from the joint Hervey Bay City Council and USQ Library in Hervey Bay.

When Health Science students are on placement for longer than two weeks or have to travel more than 50 km from a UQ branch library, they are classed as “remote”. As such, these students are entitled to a range of targeted services, including

- Access to an extensive range of electronic journals, ebooks and databases
- Contact with liaison librarians
- Supply of a number of journal articles from the Library’s print collections
- Extended loan periods for books
- Access to learning resources and course materials via the School of Medicine portal
- Access to the Library website content

Two service points have been developed to support the Rural Clinical Division’s students in Toowoomba and Rockhampton. These service points, each staffed by a full time librarian, offer a large range of personalized services including support for the Personal Digital Assistant (PDA) project.

RECOMMENDATION 6

The Library should actively pursue collaboration with the CSIRO to provide UQ HDR students, and the CSIRO staff who are supervising them, with easy access to digital and printed resources, to avoid unnecessary duplication of materials between the two collections, and to secure better discounts by jointly negotiating for electronic resources whenever it is shown to be beneficial.

Implementation

All UQ HDR students have access to the full range of library services to support their studies. Any CSIRO staff member who supervises UQ students and who has an adjunct position or other honorary position (as defined in the HUPP 5.20) is given academic library membership which entitles them to access all of UQ Library services. The Library has an agreement with CSIRO located in the Queensland Bioscience Precinct at St Lucia to provide a number of library memberships to non UQ adjunct staff which entitles them to borrowing privileges.

With regard to joint purchases, the Council of University Librarians (CAUL) has mechanisms in place to facilitate the joint purchase of electronic resources. CSIRO is an external participant of this buying group and frequently participates in purchase agreements.

RECOMMENDATION 7

It is recommended that:-

(1) The Fryer Library Advisory Committee and the University's Development Office actively consider appropriate sources of external funding, including philanthropic sources, but also commercially based sources, to support the expansion and exhibition of, and access to, the important research and cultural treasures held by this library;

(2) Joint programs with related institutions be actively pursued in the same way that the Library cooperates with hospitals, the Museum of Brisbane, the State Library and others;

(3) The Library take all possible steps to enable improved access to the rich resources of the Fryer Library.

Implementation

(1) The Library held meetings with the Director of the Development Office during 2005 to discuss possible approaches to secure external funding. It was agreed that the Library would fund a feasibility study to ascertain the viability of a fund raising campaign. If it is found to be viable, the Library will also consider the appointment of a staff member to pursue fund raising and the preparation of grant applications. Since these discussions were held, the Development Office has been reviewed and the Director has resigned. We are currently in a holding pattern waiting to hear the outcome of the review.

(2) The Library continues to pursue joint programs with related institutions where mutual interests coincide. In 2006, the Fryer Library is supplying material for exhibitions at the Museum of Brisbane and for the opening of the new State Library building.

(3) By employing additional staff for retrievals and an additional librarian to create online records and identify material for digitization, access to the collections was improved in 2005. The Library has also purchased *Metadata Builder*, a new module of its library system. The package enables the Library to add records to the catalogue in XML EAD format, the industry standard for archival, manuscript and other special collections. Records have already been added for some Fryer Library manuscripts and photographs and this process will continue.

RECOMMENDATION 8

The Library should:-

- (1) Be represented on all Faculty Boards of Study and Faculty Teaching and Learning Committees;*
- (2) Continue to develop collaborative liaisons with the Teaching and Educational Development Institute (TEDI) and participate actively in developments in distance education and flexible learning;*
- (3) Enhance liaison with developers (i.e. academic staff and TEDI) of educational materials for specific courses;*
- (4) In association with the Chair, Academic Programs Review Committee (or nominee), review the adequacy of current library consultation practices during course and program approval processes particularly with respect of flexible learning and management of learning resources;*
- (5) Initiate discussions to review current document delivery practices, with the aim of free supply to all students, i.e., including undergraduate students who currently do not have access to document delivery between campuses.*

Implementation

(1) The Library has written to each Executive Dean seeking membership on those committees where it has no current representation. In all cases the Library has been invited to be represented on the committee.

(2) The Library has continued to foster the good working relationship it has with TEDI. In 2005, the Library has worked collaboratively on eLearning developments and TEDI assisted the Library with its submission for the AAUT. The Library, TEDI and ITS jointly evaluated a number of plagiarism detection software products and are currently implementing a plagiarism detection service as part of the Blackboard implementation project.

(3) The Library worked closely with the developers of educational materials for specific courses. The Library has also been involved in the implementation of Blackboard and in the Electronic Course Profiles Project.

(4) HUPP 3.20.3 requires consultation with the Library. The Library has been pleased with the consultation this year. The biggest challenge is created by new programs being run at facilities not on the St Lucia campus. When the new University Librarian arrives, a meeting will be organised with the Chair of the Academic Programs Review Committee to review consultation practices with the Library during course and program approval processes, particularly with respect of flexible learning and management of learning resources.

(5) In 2005, an intercampus document delivery system was implemented for all UQ students and staff from the Library's closed-access journal collections, including Biological Sciences Library while it is being refurbished. It has been very popular, but is a very labour intensive activity. The Library is planning to expand the service to include all print journal collections, but it may have to be on a quota basis for students. The Library has also purchased a significant number of electronic journal backsets in 2005. This has provided all students with e-access to over 2,000 journals which were previously available only in print.

RECOMMENDATION 9

The Library should undertake a "learning space" audit within its premises in a context of likely demand, based upon projected University target figures for different client groups in the next few years.

Implementation

The Library has undertaken a space audit of the Social Sciences and Humanities Library over the next 10-20 years and submitted a 10 year Library space plan to SPAMC. The Library will undertake and complete space audits in all other branch libraries by the end of 2006.

RECOMMENDATION 10

The Library should systematically estimate its long term collection storage needs for the upcoming 20 year period of time. Once it has assembled this data, it should meet with the DVC (International and Development) and others concerned with providing the Library with additional collections storage facilities to:

- a) Consider the construction of a single purpose built storage facility for its own use;*
- b) Provide the leadership needed to develop a Queensland government supported shared storage facility for all its universities, and/or*
- c) Explore participation in an existing shared storage facility elsewhere. Storage space freed up in one of the existing on campus storage areas could ideally be used for controlled access archival storage.*

Implementation

(a) The Library made a submission to SPAMC outlining its long term collection storage needs in late 2004. As a result of the University wishing to remove Library warehouse collections from prime real estate, the Library has begun to plan a large storage facility.

(b) Discussions have taken place with State Library, QUT and Griffith to see if there is interest in a joint store. At this stage, the most likely scenario would be for UQ to build its own facility which could have some excess space for lease.

The Library was represented on the Records and Archives Storage Working Party investigating the storage needs for the university records and archives. It has been agreed that the archives and records will be moved to the Library's main warehouse in Walcott Street. This will mean a relocation of all the Library material. As an interim measure, the Library will move the material to the Milton Warehouse once the Biological Sciences Library is completed and its journals currently housed in the Milton Warehouse have been transferred into the refurbished building in October 2006.

(c) There is no shared storage facility locally and it would be very expensive and slow to store material in a remote interstate facility. The Library Committee of the Academic Board will establish a working party to review the Library's Retention Policy. Changes to the current policy would free up some space.

RECOMMENDATION 11

The Library and ITS should collaborate more closely with each other. Where they duplicate services, they should determine how best to meet the needs of the campus community. For example, they should implement a one number helpdesk call service for students, which then routes appropriate questions to the Library's Ask I.T. service. Where one party is clearly superior to the other, that party should take responsibility for that area, e.g. ITS clearly has greater expertise in network security, managing servers and delivering critical enterprise systems. The Review Committee believes that by working with ITS the Library will be able to retain its independence where needed and the benefits of ITS's larger scale can be realised in other areas.

Implementation

The Library Management Group resumed regular meetings with the ITS Senior Management in 2005. The Library and ITS also have had regular operational meetings to ensure training classes for students delivered by Ask I.T., UQConnect and ITS training services are complementary and that issues are communicated and resolved between service areas.

The Library collaborated with ITS to implement a national free-call number for students to call the University's IT Service Desk which then routes any appropriate questions to Ask I.T. and other areas of the Library as necessary.

Although the original proposal to create a new data centre at the University is not going ahead, a project to expand machine rooms 1 and 2 in the Prentice Building may provide similar opportunities to host some critical Library systems. The Library looks forward to investigating these options with ITS once the design phase is completed and scope of work finalised. The Library has included estimates of space required for critical systems in the capacity planning phases of the Prentice Building machine room re-development project.

The Library and ITS continue to collaborate to develop closer integration and cooperation in the provision of IT Support and training to students. In 2005, the Library, ITS and TEDI collaborated to evaluate and review Plagiarism Detection Software on behalf of the University and have worked together to implement a second-stage pilot of the system over summer semester 2005-2006, prior to full availability for semester 1, 2006. The Library and ITS are also joint partners on a project funded by the Federal Government to pilot a secure federated authentication framework for use at the University.

As part of its ongoing ICT planning cycle, the Library will periodically review the cost-effectiveness of hosted storage solutions from ITS and implement solutions which meet the Library's requirements in the most cost-efficient fashion. Costs in some areas might be reduced by centralisation of storage but current offerings do not meet the business requirements of the Library. The Library will continue to work with ITS to identify needs and expectations of services in this area.

RECOMMENDATION 12

All parties concerned with the University and Library's financial accounting systems should come together in a working party to plan for a real time interface between the Library and University financial systems.

Implementation

The Library and Business Services have been working on an interface and the first stage (Australian currency payments) is close to completion. It is expected to be in place early in 2006. Work on foreign currency payments will commence shortly thereafter.

RECOMMENDATION 13

The Library should review its photocopying arrangements to retain profitability and deliver the service at a rate acceptable to both the Library and its primary clientele, the students.

Implementation

Each year the Library reviews the number and positioning of the Library's copiers and printers. While profitability is an issue, the most important factor is providing a quality and convenient service. The Library currently provides copiers and/or printers on every floor of every library. Costs could be substantially reduced if the number of copier/printers was reduced and the service provided from a central point. However this kind of arrangement would not meet the customer's needs.

RECOMMENDATION 14

The University should reassess the funding level given to the Library to ensure that the Library is able to continue to fully support the University's teaching, learning and research environments.

Implementation

The Library has held meetings with University's Chief Financial Officer to seek assurance that any change in the University's budget formulation will fully support the Library's activities. The Library will work on a detailed justification paper to be presented to the DVC (Academic) in April 2006.

RECOMMENDATION 15

The University should reassess the amount of the RIBG funds allocated to the Library in the light of the substantially increased funds now available via this source of income.

Implementation

The Library wrote to the DVC (Research) on this matter and the Library was allocated an increase for 2005 from \$650,000 to \$700,000 which has been increased to \$725,000 in 2006. This money will continue to be used to purchase Library materials to support the research activities of the University.

Mary Lyons
Acting University Librarian

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