



LA TROBE
UNIVERSITY



YEAR IN REVIEW 2016

La Trobe
University
Library

latrobe.edu.au/library

MESSAGE FROM THE UNIVERSITY LIBRARIAN



In a world characterised by ‘digital disruption’, students need digital skills to leverage the possibilities that technology presents, to be successful in their learning and competitive in the employment market.

In 2016, the Library leveraged opportunities to develop new services and explore new ways of providing existing services in a world characterised by ‘digital disruption’. The La Trobe eBureau, a new initiative developed by the Library, supports blended and online learning by enabling La Trobe academics to publish online open access textbooks. Gaming is now used to engage new students and introduce them to library services; eLearning modules enable students to learn and practise key skills anywhere, anytime. The number and range of e-resources to support student learning and research across all campuses has grown and we are continually investigating ways to make them easier to find and access. The Library is also leading the implementation of the University’s Digital Literacies Framework, equipping students and staff with the capabilities and attitudes required to live, learn and work in our increasingly digital world.

Digital opportunities can also be found in research. The Research Commons in the Library, officially opened in October 2016, provides technology to support digital scholarship; Library staff are exploring new ways to use technology to better manage and store data generated through research.

Improving our students’ experience is the driver for many of our projects, and collaboration is essential for success. The ASK La Trobe service is an example of ongoing collaboration with key partners to deliver an enhanced student experience.

The increase in digital services has not lessened the need for, or use of, informal learning spaces in the library. In 2016, more than 180,000 people a month used the libraries at our three largest campuses. The planned expansion and redevelopment of the Bendigo campus library will provide more and varied spaces for student study.

None of these initiatives would be successful without our capable and committed staff. Their expertise and ability to adapt in a rapidly changing environment enable the Library to respond proactively and contribute effectively to the University’s goals.

KEY LIBRARY STATISTICS AT A GLANCE



2.2M

WALK IN VISITORS



2.8M

WEBSITE VISITS



3.6M

SEARCHES USING ONLINE
LIBRARY SEARCH TOOLS
▲ 31% FROM 2015



105

STAFF ACROSS
5 CAMPUSES



410

FACE-TO-FACE
TRAINING SESSIONS

5,646

PARTICIPANTS



48,681

QUESTIONS
ANSWERED BY
LIBRARY STAFF



97%

INFORMATION RESOURCES
BUDGET SPENT ON
ELECTRONIC RESOURCES



546,557

E-BOOKS ▲ 8%

98,557

E-JOURNALS IN 2015*

*At time of publication 2016 figure was unavailable.



1,598,751

PRINT BOOKS AND
AUDIOVISUAL ITEMS
▲ 0.4%

CREATING BETTER STUDENT LEARNING EXPERIENCES

Partnering to empower and maximise learning and high quality student experiences.

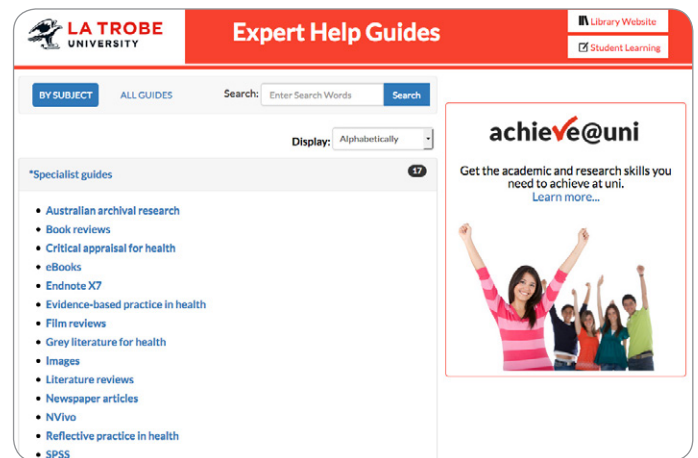
eLearning focused

The Library extended its suite of distinctive and innovative eLearning resources in line with the University's Digital Learning Strategy to create quality blended learning environments. Professionally produced online tutorials and video content, including new eLearning modules, were introduced in the areas of systematic searching in MEDLINE and CINAHL and statistical analysis using SPSS.

“The Library keeps improving and this year it has been at its very best. I’m particularly fond of the Searching on MEDLINE and CINAHL e-object” La Trobe Academic.

New and novel ways to introduce students to the Library involved orientation games, Library Escape Room and Library Quest. The Library adapted the global Escape Room phenomenon into an interactive learning game about key library services. Over 714 people played the game during semester 1 and it attracted media interest with the morning announcers on radio station Triple J taking on the Library's Escape Room challenge. Library Quest introduced 519 students to key library resources and services regardless of time or location. Combined with face to face sessions, over 4,000 students (a 69% growth on 2015) are now better informed on important skills and resources for study success.


The embedding of [Achieve@Uni](#) (online research and academic skills help modules) into all coursework subjects in the University's Learning Management System has resulted in over 84,800 views, with library authored content capturing 62% of the viewing share.



Students playing Library Escape Room at the Melbourne Campus Library

 **4,189** STUDENTS ENGAGED IN LIBRARY ORIENTATION ACTIVITIES ▲ 69% FROM 2015

 **51,907** ACHIEVE@UNI LIBRARY AUTHORED PAGE VIEWS

 **441,267** ACCESSED EXPERT HELP GUIDES

Delivering on the University's Digital Learning Strategy

Embedding information and digital literacy skills into the curriculum

Library staff continued to partner with subject coordinators and academic staff in La Trobe Learning and Teaching to embed key information and digital literacy skills in the curriculum of an additional 115 coursework subjects. A total of 225 subjects now have a scalable and sustainably designed curriculum, incorporating innovative and novel ways to develop student research skills as part of the Inquiry/Research capability.

The major benefit for students is enabling a gradual building of skills over time by engaging with tailored learning activities, assessment and resources throughout their course. For Library staff the curriculum redesign process has been invaluable in starting a conversation with academic staff from the outset and greater recognition of the input the Library can provide, through the development of innovative and engaging eLearning resources.

Making it easier to find and access course resources

The addition of direct links to reading lists from subjects in the Learning Management System has made it simpler for students to find and access the resources they need. The improved access cuts down on the 'clicks' at a time when the number of subjects with a reading list has grown from 30 to 45%.



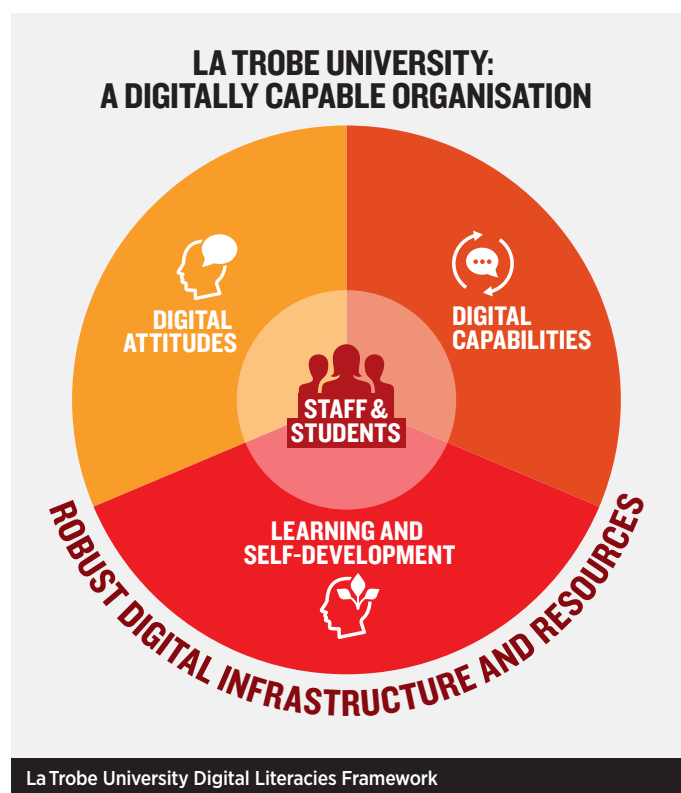
45%

OF SUBJECTS HAVE
A READING LIST;
1,090 SUBJECT READING
LISTS CONTAINING
28,052 ITEMS

Skills for the Digitally Connected World

The La Trobe University [Digital Literacies Framework](#) defines digital literacies as 'the capabilities required to live, learn and work in a digital world'. Following the development of the draft framework in 2015, the Library continued to lead this strategic work in 2016. University-wide consultation on the draft framework resulted in a final document that was enthusiastically endorsed by the University's Education Committee and Academic Board.

Communication and implementation of the Framework by the Library in partnership with La Trobe Learning and Teaching commenced in 2016. To support growing sector-wide interest in digital literacies, the Library collaborated with University of Sydney Library and QUT Library (with support from the Council of Australian University Librarians) to establish a [Digital Literacies Community of Practice](#). The webinar and event series hosted by this professional network are designed to complement conversations about digital literacies happening in educational institutions across Australia and New Zealand.



MANAGING RESEARCH DATA AND PUBLICATIONS FOR RESEARCH EXCELLENCE

Streamlining La Trobe's research data and publications collection

'No research publication left behind'

The Library worked with the University's Research Office to enhance the functionality of the online research publications collection system and maximise the capture of La Trobe authored publications, and to end paper-based collection.

A decision to individually contact all La Trobe authors of research outputs resulted in an increase of 1,017 (55%) publications from the previous year.

This ensured all publications were collected in the 2016 publication data collection process and contributed to the University's rise in all major rankings in 2016, and the Library Research Team and the Research Office's Research Performance Team jointly winning the 2016 Vice-Chancellor's 'Be the Difference' award for outstanding contribution to the University.

Getting credit for research publications

As well as streamlining the publication collection process for the University, the Library worked with academics to establish and link their ORCID and Scopus identifiers.

ORCID and Scopus identifiers uniquely identify a researcher with their publications, thereby streamlining the publications collections process further. Approximately 346 La Trobe staff and Higher Degree Research students now have ORCID identifiers linked to the online research publications collection system.

Establishing strong research data management plans

'Data Ready' Research data management guidelines published

The Library published '[Data Ready](#)' guidelines to lead La Trobe researchers through the requirements of the University's new research data management policy.

The guidelines, drafted in collaboration with ICT and the Research Office, are structured into "chunks" of information to be used at point of need throughout the research lifecycle.

Between August – December 2016 'Data Ready' was accessed 2,877 times.

Improved Research Data Management Planning Tool

The tool was significantly redeveloped in 2016 to better align with the university's research data management policy and research environment, and to streamline the user experience.

This redevelopment work is the first initiative of the Enterprise Research Data Management Systems project. This project, a collaboration between the Library and ICT, aims to deliver a suite of systems to enable La Trobe researchers to better manage research data.

RESEARCH ONLINE REPOSITORY

La Trobe University's online repository of institutional research and intellectual outputs.



50,273
TOTAL WORKS
= 42,929 RECORDS
+ 7,344 OPEN ACCESS ITEMS
▲ 6% FROM 2015

DATA MANAGEMENT PLANNING TOOL



La Trobe's research data management planning tool prompts researchers to think about how they will manage data generated in a research project, by guiding them through the creation of a Research Data Management Plan.

INSPIRING SPACES FOR RESEARCH AND LEARNING

The Library is the preferred destination of students on campus.

TOP 5 REASONS FOR USING THE LIBRARY:

1. To use the Library's online resources
2. To write an assignment paper
3. To study alone
4. It's a place to study between classes
5. To meet with other students to study as a group

Source: 2016 Library Client Satisfaction Survey.

New and expanded Bendigo Library

Preliminary work commenced on the much needed expansion of the Library at the Bendigo Campus. Library staff were engaged on the development of a design brief, drawing on best practice in next generation learning spaces, data on current use, and staff and student feedback.

The current Library will be extended on three levels resulting in a much larger, more welcoming and light-filled building, with more group and individual study spaces and improved facilities for research support. Construction is expected to be completed in the second half of 2018.



Bendigo Campus Library

New central space for research ideas, collaboration and presentations

A Research Commons was officially opened on level 2 of the Melbourne Campus Library in October 2016 to provide dedicated space for researchers and graduate research students to meet, make connections and share their data or projects. This state-of-the-art facility offers data visualisation and high resolution communications technologies, spaces for researchers to showcase their research, and access to expert advice and training from the Library and other University divisions. Researchers have embraced the space, with 182 bookings from June to December to use the Visualisation Wall (VizLab) and the facility. La Trobe's researchers have commented:

"It (Research Commons) is a very modern facility that brings La Trobe University into the environment of a modern dynamic research culture."

"Great collaborative space available – don't have to worry about how many people turn up."



Dr Oliver Berkowitz, Research Fellow, Botany Animal, Plant and Soil Sciences Melbourne using the Research Commons VizLab.



78%

OF STUDENTS
ATTENDING CLASSES
ON CAMPUS VISIT
THE LIBRARY

Source: 2016 Library Client Satisfaction Survey.

IMPROVING HOW TO FIND AND ACCESS INFORMATION

Time saving discovery and usability.

BrowZine – Making it easier to browse and read scholarly e-journals

The Library acquired the BrowZine e-journal interface in 2016 to improve the user experience in organising and accessing the Library's vast collection of electronic journals. BrowZine presents the Library's e-journal collection visually, encouraging serendipitous discovery of content and providing users with easy access to their most valued e-journal resources.

BrowZine organises the articles found in open-access and subscription databases into a single interface using a newsstand format. The result is an intuitive system which provides an easy and familiar way to browse, read and monitor scholarly journals across specific disciplines.

The initial trial of BrowZine saw immediate uptake by staff and students. One student summed up the success of this interface by commenting on how they can now get quick access to a list of their favourite journals in one place.

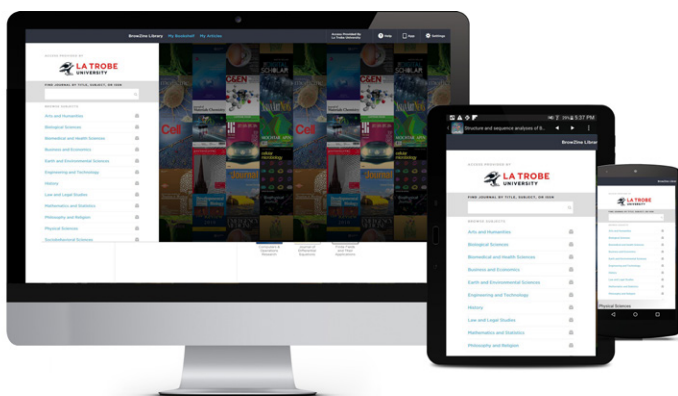
A better Library Search interface

Students told us in a 2015 usability study of their concerns that the Library Search Interface was not easy to use.

We responded to these concerns and the recommendations of the usability report by upgrading the interface to provide a solution for many of the problems identified.

The updated Library Search interface has resulted in improved feedback from our users.

“The system is now easy to use and is much better than other library search systems.”



BrowZine on multiple devices

THE LIBRARY SEARCH UPGRADE DELIVERED:

- ✓ A new design with clearer results and information
- ✓ Modern and intuitive features with more obvious and accessible actions and icons, i.e. one click access to EndNote
- ✓ Responsive displays for mobile and tablet devices
- ✓ Less clicking to find the information needed
- ✓ Improved compliance with many accessibility features

HOW WE INNOVATE

Implementing new ways to lead student engagement.

La Trobe eBureau: Open access etextbooks

In 2016, the Library led a project funded by a Digital Learning Strategy Innovation Grant to develop a new model for etextbook publishing across the University. The outcome of this project is the [La Trobe eBureau](#).

The La Trobe eBureau's mission is to invest in the development of engaging, quality open-access resources to support online and blended learning. All eBureau resources are written by La Trobe University academics for La Trobe courses and subjects. Titles published in 2017 include:

- *How to do science: A guide to researching human physiology* by Louise Lexis and Brianna Julien;
- *Gallipoli: Anzacs and the Great War* by Sarah Midford;
- *Caesar's triumphs over Gaul and Rome* by Sarah Midford and Rhiannon Evans.

Library staff expertise in copyright compliance, academic partnership and best practice publishing ensures the eBureau provides academics with editing, design, copyright and online publishing services of the highest calibre. Students benefit from access to tailored textbooks anytime and anywhere, and reduced resource costs. However, La Trobe students are not the only ones to benefit from eBureau resources.

The *"How to do science"* etextbook is already in use at Pennsylvania State University and has received accolades from members of the Human Anatomy and Physiology Society (HAPS) – the largest international professional society of human anatomy and physiology teaching professionals.

"Your online text is, simply, FANTASTIC. I am VERY impressed with the level of detail and how professional it all looks, and yet it is very user friendly. This is an exemplar text!"

Library orientation made fun with the Escape Room

The use of gamification techniques enabled the Library to transform the traditional library orientation tour into a blended learning experience by developing the Escape Room. The Escape Room is an online and physical learning activity that is engaging, social and designed to immerse new students in a game to discover their university library and meet other students. This innovative approach contributed to the Library's Digital Experience team being awarded the "Excellence and Innovation in Customer Service" internal Library award.



La Trobe eBureau titles



WORKING TOGETHER TO MAKE A DIFFERENCE

We are customer focused: we listen and support our staff to deliver the best experience.

Library has a positive impact on our students

The biennial client satisfaction survey provides us with feedback on the student experience and satisfaction with library services and helps us to identify what's important to them, what we do well and priority areas for improvement.

3949 coursework students responded to our biennial client satisfaction survey, 58% higher than 2014, ensuring an excellent degree of confidence in the overall results.

Results from the 2016 Library Client Survey show that coursework students value their library and its connection with university life:

- **97%** agreed the library contributes to their research study success
- **90%** agreed that in the library they feel connected and part of university life
- **89%** are highly satisfied with the library.

The Library performed strongly across 24 out of the 26 performance areas, including:

- a good and safe place to study
- wireless and copying facilities
- opening hours
- excellent and accessible resources (especially online)
- helpful and knowledgeable library staff.

We have established a number of initiatives to address improvements in areas that matter most to our students, including:

- more quiet and group study spaces
- a planned upgrade of student computers to increase availability
- the introduction of library rovers in 2017 to help students find books on the shelves.

ASK La Trobe Help Zone – Creating better personal interactions

Orientation in the Library is a time of high activity. This year a number of improvements have been made to alleviate queuing and to better engage with new students in their interactions with the Help Zone services:

- Student Support Services opened for more hours at Melbourne and Bendigo
- an increased number of concierge staff, including library staff, were available to assist students
- express desks were introduced for quick collection of student cards and submitting forms.

These improvements resulted in decreased average wait times at Melbourne and a more efficient and welcoming service.

During November all ASK La Trobe partners attended a one day conference to share their experiences and to identify high priority issues and ideas for future Help Zone service development. Areas identified for future planning and service improvements included: communication and understanding between teams and departments, physical spaces and technical requirements, and cross-cultural training.

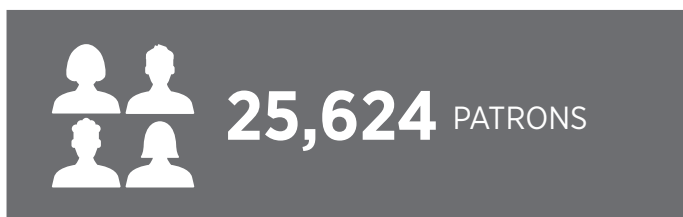


The ASK La Trobe service is a joint service between the Library, Student Services, ICT and La Trobe Learning and Teaching which provides a single point of contact, both physical and virtual, for student queries related to their studies.



Library Research Team and Research Office receiving the “Be the Difference” Award from the Vice-Chancellor Prof. John Dewar.

ASK LA TROBE HELP ZONE – LIBRARY SERVICE



Improving researcher training across the research lifecycle

Library researcher training is an integral part of the University’s Research Education Development program.

In response to feedback from researchers we have introduced new and improved training and learning offerings in blended and online mode; providing flexible alternatives for researchers, including:

- skills training in SPSS and NVivo software, research data management, advice on where to publish, and citation analysis
- regular scheduling of popular programs such as EndNote, formatting theses and advanced database searching.

Building a culture of excellence – Staff recognition and rewards

Being an innovative research university library requires staff who can give students and researchers the very best service. Congratulations to the following Library staff for their outstanding efforts and delivery of quality services:

The Library Research Team, who won the Vice Chancellor’s “Be the Difference” Award through their collaboration with the Research Office to develop and deliver an improved, accurate and reliable process for collecting the University’s research outputs.

Internal Library awards recognising staff effort and achievement went to the following staff:

- for “Demonstrating the Library Values and Behaviours” including being flexible, thoughtful, friendly and responsive – Kevin Alexopoulos (Facilities Officer) and Rachel Salby (Senior Officer, Discovery Support)
- for “Excellence and Innovation in Customer Service”
 - Dr Gillian Stacey, Senior Research Advisor for compiling an Australian research environment focused list of high impact journals by discipline
 - The Digital Experience Team for applying gamification techniques to develop a blended orientation game, Escape Room.

CONTACT US

E library@latrobe.edu.au
latrobe.edu.au/library/contact-us

CAMPUS LIBRARIES



David Mann Library
Albury-Wodonga
T +61 2 6024 9760



Heyward Library
Bendigo
T +61 3 5444 7451



Borchardt Library
Melbourne
T +61 3 9479 2922



Gambetta Library
Mildura
T +61 3 5051 4026



Campus Library
Shepparton
T +61 3 5820 8693

Disclaimer: The information contained in this brochure is indicative only. The University does not give any warranties in relation to the currency, accuracy or completeness of the contents. The University reserves the right to make changes without notice at any time in its absolute discretion, including but not limited to varying admission and assessment requirements, and discontinuing or varying courses. Users of this publication are advised to check with the relevant college or department before acting on the information published in this brochure. To the extent permitted by law, the University does not accept responsibility or liability for any injury, loss, claim or damage arising out of or in any way connected with the use of the information contained in this brochure or any error, omission or defect in the information contained in this brochure.

Published by La Trobe University, June 2017.

La Trobe University is a registered provider under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS Provider 00115M.