Vision
To be recognised as a knowledge resources centre of distinction, integral to the realisation of the University’s mission, vision and goals. To fulfil this aim, we will:

- enrich the student academic experience by equipping students with the skills to succeed as independent learners
- promote and support world class research and scholarly communication initiatives through integrated, client-centred discovery systems and services
- foster a highly skilled and flexible workforce, recognised for exceptional and innovative service
- create stimulating, engaging learning spaces (physical and virtual) to foster collaboration and exploration of knowledge resources

Mission
Our mission is to enable access to quality resources and services for excellence in research, teaching and learning by:

- delivering a range of services and technologies to enable the effective discovery and use of needed resources, irrespective of their format or location;
- providing leadership and expertise to support independent learning and research in an increasingly diversified scholarly information environment, and;
- capturing and promoting institutional research outputs.

Goals
Client service goals:
- Exceptional service
- Integration of flexible information skills programs in collaboration with academic staff

Financial goals:
- Effective and efficient use of available resources
- Provision of resources and services that have a high ratio of value to cost

Internal process goals:
- Client-centred access to resources
- Demonstrated application of business excellence principles

Learning and growth goals:
- Skilled and knowledgeable staff equipped to respond to change
- Effective succession management and leadership development
Two years ago, I made a pledge to sustain the Library’s enviable reputation for service excellence and for learning and teaching support. This commitment was coupled with an ambition to create and deliver distinctive services to researchers. Significant strides have been made in the management of and access to scholarly information resources and the establishment of services tightly aligned to the research aspirations of the University.

The University Executive’s rallying call for action, for recognising and producing research of high quality and impact, positioned the Library well to showcase the:

- Utility of the institutional repository, Research Online (RO)
- Success of collaborating with the Research Division to further streamline the Research Information System and facilitate the bulk transfer of publication records to RO
- Benefits of centralising publications management within the Library.

These efforts were rewarded with a ranking of 9th place in Australia and 203 in the world on ‘The Ranking Web of World Repositories’. RO was also ranked third in Australia for visibility of content.

The new Research Impact Analysis Service was quickly embraced, illustrating an appetite for promoting and measuring the impact of research. In total, 385 reports were prepared for senior management, faculties and centres.

The mandatory first year StartSmart tutorial and quiz were targeted by the University for early integration into the new learning management platform. Content and questions were refreshed to deliver three new modules: Expectations@uni; Resources@uni and Integrity@uni.

The Library held its position as a highly utilised space for student learning and engagement; reflected in over 1M visits and high occupancy rates. The allocation of space in an adjacent building to the Library was, therefore, welcomed. Works commenced on repurposing the location into an open, quiet study space accommodating in excess of 250 seats and an additional two postgraduate rooms.

The Library’s contribution to the University’s One Action initiative centred on promoting and supporting alumni engagement with UOW through access to Library services and resources after graduation. Over 700 Alumni registered for membership as compared to 185 in the previous year, confirming the initiative a resounding success.

The structure of the Resources Division was refreshed to provide a renewed focus and alignment to the priorities of the Library and importantly, those of UOW. Three new teams were created: Scholarly Content, Collection Development and Resource Sharing. The Archives were transferred to the Resources Division noting the emphasis on collections and the digitisation strategy.

These initiatives and those described elsewhere in this report highlight our desire to develop a deeper and nuanced understanding of the needs of our students and the staff of the institution … to deliver services and resources that are relevant, offer value and contribute in a meaningful and demonstrable way our commitment to the aspirations and priorities of UOW.

MARGIE JANTTI / UNIVERSITY LIBRARIAN
### HIGHLIGHTS OF 2012

| JAN | Self-mediated services: Open hold shelf trialled |
| FEB | Library Toolbar Plug-In launched |
| APR | Resources Division restructure implemented |
| MAY | UOW Corporate Publications in ResearchOnline |
| JUN | CRC wireless system upgrade |
| AUG | CRC wireless 5000+ publication records from RIS to Research Online |
| SEP | Library responsible for Publication Management at UOW |
| OCT | Library expansion project commences |
| NOV | Library alumni initiative attracts 700+ new members |

**Museum Anniversary**
- 110th Anniversary of the Mount Kembla Mining Disaster
- Exhibit: Wollongong Teachers College 50th Anniversary
- Library expansion project commences
- Library alumni initiative attracts 700+ new members
- Library Toolbar Plug-In launched
- Open hold shelf trialled
- 2 million downloads from ResearchOnline
- RELAX seminar
- CRC wireless 5000+ publication records from RIS to Research Online

**Research Online**
- 110th Anniversary of the Mount Kembla Mining Disaster
- Exhibit: Wollongong Teachers College 50th Anniversary
- Library expansion project commences
- Library alumni initiative attracts 700+ new members
- Library Toolbar Plug-In launched
- Open hold shelf trialled
- 2 million downloads from ResearchOnline
LEARNING AND THE STUDENT EXPERIENCE

Getting ready to StartSmart in Moodle

The StartSmart tutorial and quiz, compulsory for all commencing undergraduates, were targeted for early integration into the new Moodle platform. Content and questions were refreshed to deliver three new modules: Expectations@uni, Resources@uni and Integrity@uni. The new Learning Platform will provide a gateway to additional Library Services, such as the Library Catalogue, Readings, StaySmart, Referencing and Citing, Ask a Librarian and access to Subject Guides.

Removing the frustration in getting full-text content

Eliminating the number of steps required to jump between writing, Google, publisher’s sites and the Library was a key driver for finding an innovative and easy to use plug-in to access full-text content. The Library Toolbar is a one-click solution whether on a publisher’s page or while browsing content on websites or other documents. The plug-in works in two ways: by forcing access from a publisher site to Library subscribed content by reloading the page to recognise a UOW affiliation; or to search Summon, the Classic Catalogue or Google Scholar by highlighting keywords or phrases in a publication and using the right click function of a mouse. The Library Toolbar was downloaded 1,155 times.

Supporting Arts Student Mentors

A faculty initiative promoted opportunities for collaboration and greater efficiency in student engagement and information skills support. Librarians provided training to student mentors within the Arts Faculty, whose role was to provide one-on-one peer support services to commencing undergraduate students. Particular emphasis was placed on accessing resources and services. One outcome was the reduction in one-off first year Library classes due to the tutorial support provided by the mentors.

Expanding and enhancing student spaces

Averaging 1,455,333 visits per annum since the last Library extension project was completed in 2008, demand for space and seats has far outstripped available capacity. Minor capital works earlier in the year enabled the creation of an additional 50 student spaces and the relocation of the Academic Space. The allocation of newly vacated spaces to the Library in an adjacent building was highly welcomed. Works commenced on repurposing a former high-density staff space into an open, quiet study space. Accommodation in excess of 250 seats, an additional two postgraduate rooms and self-service Short Loans collection and holds service.

Works also commenced on reshaping existing service configurations to support more well-structured services such as self loans and an open Short Loans collection and holds service.
A notable improvement was in the area of ‘Information Resources’ moving from a performance rating of 78.6% in 2010 to 82% in 2012 (the highest performer in the national benchmark database scored 82.6%). The main issues identified for improvement were more computers and group study spaces as well as improving wireless access.

The winner of the 2012 Client Satisfaction Survey major prize was 2nd year Mechanical Engineering student Muhammad Yunus. Muhammad won an Extreme Prize Pack, which included vouchers for a diverse range of local sports and entertainment activities. Remote Campus prize winner, Andrew Tolentino received a Kindle Touch.

An analysis of StartSmart data was used to contribute to the national ALTC/DLT project on ‘Academic Integrity: Standards, Aligning Policy and Practice’. The data revealed a strong positive response from students that completing StartSmart had assisted them to understand what academic integrity means in a university setting and what steps to take to avoid plagiarism.

A revised referencing and citing guide was offered to staff and students covering four commonly used referencing and citing styles:

- MLA
- APA6
- Chicago
- Author-Date

In addition, links were provided to four additional styles also used at UOW:

- Harvard
- Vancouver
- AGLC
- Footnoting

Kindling an interest in eBooks

The debate as to whether eBooks will be the platform of choice, either for academic or leisure purposes, will continue for some time yet. What we have learned is that there is an appetite for the eBook format, even for leisure reading. So much so, we increased the number of Kindle readers and added more fiction titles to choose from.
Research Support with Impact

Maximising the impact of research is a known priority for UOW. Underpinning this objective is improved citation performance and other esteem measures associated with the discoverability of, and access to UOW research outputs.

To support these outcomes, the Research Impact Analysis Service was created to produce a range of reports:

- Researcher Impact Profile – support for grant applications and academic promotion through the provision of publication impact based on citation analysis summaries.
- Journal Impact Reports – detailed analysis of quality journals based on citations drawn from JCR, Web of Science, Scopus, ERA and Google Scholar.
- Publication Activity Report – a comprehensive review based on an individual, centre or the University’s publications. These include h-indexes, citation numbers, subject categories, collaboration and benchmarking data.
- Literature Scan – providing a tailored Endnote Library with references sourced from nominated search term from Scopus, Web of Science and selected databases.

Raising the bar for Research Online

Efforts were directed to more closely align the UOW publications in Research Online with those within the Research Information System (RIS) as part of a revamped publications management strategy. In July, approximately 7,700 RIS records were exported to Research Online and by the close of the year more than 84% of UOW HERDC publications post-2005 were represented through Research Online and discoverable via search engines such as Google and Summon. Work was also undertaken to increase the percentage of full text content available on open access platforms. Research Online underwent an essential format upgrade to more closely reflect the new UOW branding requirements.

Research Online is currently ranked 9th in Australia and 201st in the world on ‘The Ranking Web of World Repositories’, and achieved an impressive rank of third in Australia for visibility of content (based on assessment by link intelligence databases such as Majestic SEO).
Publication Management @ UOW

Following a review during 2011, with recommendations endorsed by the DVC (Research), UOW publication management became the responsibility of the Library’s Scholarly Content Team. Benefits to the University included:

- A reduced administrative load for academics and faculty publications officers
- A more complete collection of UOW publications
- Improved quality of metadata.

Roles and responsibilities of those involved with Publication Management were more clearly defined and reporting procedures simplified to ensure greater efficiency for the collection and entry of publication data.

An early indicator of success was the increase in the number of HERDC submissions in the Research Information System (RIS) as compared to the previous year. Notably, a higher percentage was classified as HERDC category, demonstrating the improvement in the quality of the metadata in the publications.

Support for Excellence in Research for Australia

The Library continued its involvement in the Excellence in Research Australia exercise with the curation of the ERA2012 collection in Research Online (RO). In collaboration with the Research Services Office and Faculties, UOW research outputs spanning the years 2005-2010 selected for inclusion in the ERA2012 submission were processed and made available in RO for the assessment period. The ERA2012 collection included:

- 933 journal articles
- 154 book chapters
- 130 conference papers
- 61 creative works
- 31 books.

Research Profile cleansing initiatives

The integrity of researcher identity management is critical to major evaluation and ranking exercises such as HERDC, ERA and international league tables. Tailored support included:

- Providing support and advice to the Performance Indicator Unit around UOW author datasets to aid defined citation analysis.
- Delivering workshops and presentations on researcher identity management.
- Negotiating with academic publishers to improve the integrity of the institutional profile.
During 2012 the Library extended its network services to partner libraries supporting the campuses at Batemans Bay, Bega, Southern Sydney (Loftus) and Moss Vale.

While UOW has a network presence at these sites, it did not extend to the libraries, requiring the use of local (TAFE and public library) systems. While initially serviceable, overtime inefficient and costly workarounds were required to provide core services to students and staff.

2012 saw the upgrade of the Batemans Bay site with the local library staff being trained in using the Millennium system. Provisioning of ADSL services for Bega and Southern Sydney campuses also commenced.

Alumni Membership Initiative

Alumni membership services were reviewed with the aim of promoting and supporting alumni engagement with UOW through access to Library services and information resources post graduation.

Steps taken included:
- Meetings with the Alumni Office to determine appropriate communication channels for promoting membership to gain access to Library services.
- Review of Library membership conditions and removal of fees.
- Review of communication and promotion content and channels.

The success of the initiative was measured in the uptake of membership with 144 membership requests received within 24 hours of the Alumni email blast sent in November, as well as over 100 ‘likes’ on the Alumni Facebook page. Over 700 new memberships were recorded for the year as compared to 183 in 2011.
Nanyang Polytechnic visit to UOW Library

In June, the Library hosted a visit from senior staff from Nanyang Polytechnic, Singapore. The delegates visited the UOW Library as part of a national tour of best practice organisations throughout Australia. UOW staff delivered presentations on topics including:

- The UOW brand and voice
- Student conversion
- International student programs and engagement
- Peer support programs
- Work integrated learning and careers services
- Library online tutorials and assessment
- Orientation and beyond

International Student Barometer Survey Results

The annual International Student Barometer Survey provides insight to the international student experience. The Library continued to be rated highly, particularly in comparison with national and global benchmarks.

International Student satisfaction with Library

Supporting Communities

Fundraising efforts were directed to the Indigo Foundation. The Indigo foundation is an independent community development organisation supporting domestic and international aid projects focusing on health and education in Afghanistan, India, Indonesia, Solomon Islands, Congo, Uganda and Australia. Funds raised totaled $1,454.25.

Staff contributions enabled the purchase of books and DVDs for students at the School of St Jude, Arusha, Tanzania whose librarian is Helen Mandl, a former Associate Librarian of UOW.

Nanyang Polytechnic representatives presenting an overview of their quality management regime.

Letter to former Associate Librarian of UOW, Helen Mandl, from students at School of St Jude, Arusha, Tanzania.

Staff were encouraged to participate in volunteering activities with over 75 hours directed to supporting the Lifeline Book Fair and Landcare.

Students from St Jude, Arusha, Tanzania holding books purchased with UOW library donated funds.
1. Gift/Exchange – During April the Library hosted, on behalf of the faculties of Arts and Creative Arts, the Gift/Exchange: Sustaining and Translating Pacific Links exhibition. The exhibition showcased many examples of Pacific cultural items and provided the opportunity to promote digitised images and sound recordings from the Percy and Renata Cochrane Papua New Guinea Collection.

2. Tohoku – A rare glimpse into the world of Tsunami struck Japan through a number of extraordinary photographs. Images featured the people of Tohoku and the rebuilding of Japan after the tragedy which occurred in March, 2011. The exhibition was attended by the Consul General of Japan, Sydney.

3. Mount Kembla Mine Disaster – A commemoration event for the 110th anniversary of the Mount Kembla Mine Disaster which occurred in July 1902. The display featured a number of unique UOW Archival exhibits as well as digitised images and recordings featuring first-hand accounts of the disaster in which 96 men and boys lost their lives.

4. James Joyce (Irish novelist and poet) - The exhibition featured a number of banners supplied by the Irish Consulate which depicted memorable moments of Joyce’s life including the writing of Ulysses (1922). The launch featured readings from a number of his famous texts.

5. Political Cartoon Exhibition – During 2011 the UOW Library received a donation in the form of a collection of political editorial cartoons from The Hon. David Campbell, capturing many memorable moments throughout his political career. The event showcased 34 cartoons drawn by Alan Moir, Vince O’Farrell and Paul Dorin.

6. Paolo Totaro’s Book Launch – Collected Poems (1950 – 2011) of Mr Paolo Totaro. The launch included readings in both Italian and English of his works. Mr Totaro also donated a signed copy of his published works to the UOW Library.

7. UOW Ceremonial Gowns – In the lead up to the summer graduation the Library played host to five previous Chancellors’ and Vice-Chancellors’ ceremonial gowns worn over the past 35 years during significant events such as graduation. Digitised footage highlighting the history of graduation at UOW also featured.
A structured and coordinated approach to support the digitisation strategy was developed by the Digital Collections Advisory Group. The newly formed Scholarly Content Team assumed responsibility for the management of digitisation projects in collaboration with Archives staff.

Projects completed included:

- The UOW student publication, Tertangala (with particular attention to the early issues), (1962 to 1974).
- Audio-visual content, including the installation of the first Chancellor, Mr Justice Robert Hope to coincide with the Ceremonial Gown exhibition.
- UOW video and film (from the 1960s to the 1980s) including film and video documenting events and activities at Wollongong University College, Wollongong Teachers College, and University of Wollongong in the 1960s, 70s, and 80s. Also included is a television promotional video for the University from the early 1990s.
- Local government election leaflets including ‘How to vote’ leaflets and other local government election ephemera from Wollongong, Shellharbour, Kiama, Wingecarribee and Wollondilly.
- David Campbell political cartoons comprising of 34 framed original political cartoons drawn by the following artists: Vince O’Farrell, The Illawarra Mercury (Wollongong); Alan Moir, The Sydney Morning Herald (Sydney); and Paul Dorin, Northern Leader (Corrimal).

The Wollongong City Library and the UOW Library agreed to collaborate in a major project, to digitise the Illawarra Mercury newspaper and make it freely available, through the National Library of Australia’s Newspaper website (http://trove.nla.gov.au/newspaper). Initially all existing copies of the Mercury up to and including 1957 will be digitised from microfilm, with the project estimated to take twelve months to complete.
BONUS+ continued to provide quick access to sought after resources

BONUS+, an Australian resource sharing scheme now includes 13 university libraries, with Griffith University being the latest to join the consortium. The number of items available for students and staff to view and request increased to over 7.2 million. Over 11,590 items were requested and borrowed by our clients in 2012.

Document Delivery - Relais

In July, Relais a new document delivery system was implemented to improve the placing and tracking requests via web browsers. Other benefits included: the automated delivery of requests based on client preferences; multiple delivery options including email, TIFF or PDF formats, Post to Web, Fax and Mail. Operational efficiencies were gained through automated search of catalogue holdings and circulation information, exchange requests across multiple systems using industry standards, including to and from OCLC WorldCat, and a single staff interface for all requests. Operational efficiencies were gained through automated search of catalogue holdings and circulation information, exchange requests across multiple systems using industry standards, including to and from OCLC WorldCat, and a single staff interface for all requests.

Significant acquisitions

Emerald Emerging Markets: Case Studies (Emerald Publishing)

A collection of peer-reviewed case studies focusing on business decision making and international development throughout the key global emerging markets. The case studies offer practical advice, over 150 cases online

JoVE – Journal of Visualized Experiments (JoVE)

A peer reviewed, PubMed indexed journal devoted to the publication of biological, medical, chemical and physical research in video format. JoVE enables the publication of experiments in all their dimensions, with over 1000 on file.

Kanopy

Kanopy is the leading supplier of DVD and online video to Australian tertiary libraries. Kanopy is an aggregating service that provides access to a wide range of titles that are used by Universities, ABC and the BBC to provide high quality images and over 450 practice exercises in all their dimensions, with over 1000 on file. The Library has introduced over 25 select online streaming videos in the past 12 months, as well as additional films in DVD format, including Gallipoli, 100 years: the Australian story and Learner-centered Technology, aligning tools with learning goals.

Nursing Consult (Elsevier Inc.)

Nursing Consult offers answers to clinical questions and takes evidence-based practice to the point of care. Includes over 35 key journals and books, plus drug information. Over 100,000 high quality images and over 450 practice guidelines and customizable patient handouts.

SPIE (SPIE)

The world’s largest collection of journal articles, conference proceedings in optics and photonics applied research; including biomedical optical, nano and communication technologies.

Essential Science Indicators (Elsevier Inc.)

Essential Science Indicators employs both citation counts and use per paper to determine research output and impact in a specific field of research.

Multiscale Journal Collection (MultiScience Publishing)

108 journal titles, including the areas of Chemistry, Life Sciences, Maths and Social and Information Sciences. Access is available via a unique pay only for use model.

Trans Tech Journals Collection (Trans Tech Publications Inc.)

12 select materials science journal titles from volume 1, includes high use titles Materials Science Forum and Advanced Materials Research.

The Library continued Supporter Membership to the BioMed Central suite of over 200 biology, medicine and chemistry open access journals. This membership offered UOW researchers a 35% discount on the Articcle Processing Charge (APC) for publishing in BioMed Central, Biotechnology and SpringerOpen journals, including 100 with impact factors tracked by Thomson Reuters (IS). 22 papers were published by UOW researchers in 2012, including 10 highly reviewed papers.

2011 Elsevier Science & Technology eBook Collection

Offers next generation interactive eBooks for engineers and scientists investigating industrial, environmental and medical fields, including biochemistry, nanotechnology, industrial hygiene and sustainable energy...

395 titles acquired via Elsevier’s evidence based selection model...
Two significant new book publications were received this past year, both focusing on a major collection held by the University:

• ‘A Place for Art: The University Of Wollongong Art Collection’, edited by Professor Amanda Lawson (UOW Art Collection Director), showcasing the development of the UOW Art Collection since the 1970s and featuring 71 full colour reproductions of artworks from across the University campus. An ebook version was submitted to Research Online.

• ‘Flowering Wonderfully: The Botanical Legacy of Janet Cosh’, by University Fellow Jean Clarke and Alison Haynes. Celebrating the life and work of Southern Highlands resident Miss Janet Cosh, who on her death in 1989 had bequeathed funding, plant specimens, botanical illustrations and her personal research library of books to UOW to establish what later became the Janet Cosh Herbarium in the School of Biological Sciences. As part of this donation, UOW Library acquired over 40 volumes which are housed in the Rare Book collection.

A member of the local community, Mr Peter O’Brien donated a collection of over 35 rare and valuable historical books, many relating to the subjects of printing and calligraphy. The volumes were donated in appreciation of his valued friendship with former Vice-Chancellor Gerard Sutton.

The Archives received two publications commemorating important anniversaries in the University’s history, both of which include material drawn from UOW archival collections:

• ‘After I left College: Life stories from the 1962-1963 Pioneer students’, a booklet edited by Dawn Emerson of the Education Alumni Chapter, was published to commemorate the Wollongong Teachers’ College 50th Anniversary and Student Reunion held in September 2012. The College, which subsequently became the Wollongong University College of Education, was amalgamated with UOW in 1982.

• ‘Rattle them Backboards: 50 years of University Hockey at Wollongong’, a book compiled by Anthony Delapina and John Pemberton documenting the development and growth of the University Men’s, Women’s and Junior’s hockey clubs. This latest book is one of several recent titles celebrating the histories of sporting clubs at the University.

And finally, the Executive Director of the University Recreation & Aquatic Centre, Mr Paul Manning, deposited with the Archives the original volume of the first 1960s minute book of the Wollongong University College Sports Association. This manuscript item is of irreplaceable value to University history, especially given the Association’s upcoming 50th anniversary.
## Statistics

### Resource Sharing

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<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items received</td>
<td>20,158</td>
<td>7,092</td>
<td>4,519</td>
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<tr>
<td>Items supplied</td>
<td>1,848</td>
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<tr>
<td>Intercampus supplied</td>
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<td>Article Reach (received)</td>
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<tr>
<td>Article Reach (supplied)</td>
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<td>BONUS + (received)</td>
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<tr>
<td>BONUS + (supplied)</td>
<td>2,200</td>
<td>5,396</td>
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### Facilities and Equipment

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<th>2010</th>
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</thead>
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<tr>
<td>Library visits - Main Library</td>
<td>1,602,895</td>
<td>1,555,725</td>
<td>1,490,643</td>
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<tr>
<td>Library visits - CRC</td>
<td>70,540</td>
<td>60,903</td>
<td>55,317</td>
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<tr>
<td>Library visits - Shoalhaven</td>
<td>31,480</td>
<td>28,146</td>
<td>30,776</td>
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<tr>
<td>Group Study Room Bookings</td>
<td>8,877</td>
<td>21,094</td>
<td>22,303</td>
</tr>
<tr>
<td>Capital loans</td>
<td>36,240</td>
<td>18,483</td>
<td>18,145</td>
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<tr>
<td>Seating/seating spaces</td>
<td>1,291</td>
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### Collection

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<tr>
<td>Books (print &amp; electronic)</td>
<td>545,624</td>
<td>518,873</td>
<td>558,269</td>
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<tr>
<td>Journals titles</td>
<td>79,000</td>
<td>92,295</td>
<td>105,700</td>
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<tr>
<td>Research Online</td>
<td>6,397</td>
<td>8,792</td>
<td>11,791</td>
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### Resource Usage

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<th>2010</th>
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<td>Loans - Main Library</td>
<td>356,790</td>
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<td>Loans - CRC</td>
<td>34,905</td>
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<td>Loans - Shoalhaven</td>
<td>15,988</td>
<td>12,389</td>
<td>11,847</td>
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<tr>
<td>offprints downloads</td>
<td>221,366</td>
<td>118,385</td>
<td>66,338</td>
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<td>Research Online downloads</td>
<td>724,424</td>
<td>872,589</td>
<td>1,940,067</td>
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<td>Library web visits</td>
<td>1,325,157</td>
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### Information and Research Help

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<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roving assistance</td>
<td>5,101</td>
<td>4,129</td>
<td>5,486</td>
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<tr>
<td>Information desk</td>
<td>27,852</td>
<td>20,102</td>
<td>21,696</td>
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<td>Research Help</td>
<td>14,717</td>
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<tr>
<td>Shoalhaven</td>
<td>6,744</td>
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<tr>
<td>Ask a Librarian</td>
<td>1,061</td>
<td>1,670</td>
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STAFF AND CULTURE

Rethinking people and structures

A major restructure of the Resources Division commenced in April 2012. Key aims included improved:

- capacity to respond to the strategic objectives of the University (particularly in the area of research) and changing needs of clients engaged in research, teaching and learning
- alignment of workflows
- flexible services underpinned by cross-skilling and targeted development of expertise.

The four teams are:

- Collection Development: Developing and maintaining strong, focused, core collections to meet the teaching and research needs of UOW through monograph and journal ordering and invoicing, cataloguing, and electronic resource management.
- Resource Sharing: Facilitating responsive, cost effective access to supplementary content through Document Delivery, BONUS+, ArticleReach, and Ereadings services.
- Scholarly Content: Sourcing, preserving and providing access to UOW content through the UOW Publication Management services including HERDC, ERA and the institutional repository; Copyright and digitisation, digital collections and theses and metadata management.
- Archives: Curation, collection and access services for UOW corporate and research archival collections held in physical or digital forms within the Archives.

Success Profiles

Building on the work that has been done to date to identify the skills, competencies required to be an effective leader, the concept of success profiles was expanded to include all levels of staff. Through a series of workshops, staff from the various HERW levels considered the competencies that were needed now and into the future to ensure productivity, growth and relevance. In total, 8 success profiles were developed. The profiles will be used to shape personal and professional development goals by:

- Providing clarity of expectations
- Understanding the developmental difficulty of each competency
- Articulation of examples of unskilled, skilled and over-used behaviours in the execution of a competency.

Leadership Competencies Development Framework

A new Leadership Competencies Development Framework (LCDF) was introduced in May with the aim of supporting staff in the attainment of leadership capabilities that scaffold upwards and describe activities to support incremental learning. Focusing on new and existing team leaders; executive leaders; emerging leaders and project managers, the framework assists in identifying examples of applied leadership offered through on the job experiences and targeted development activities such as secondments, project leadership and training.
Outcomes of the VOICE survey

Sustaining a high performance culture and a commitment to service innovation requires well skilled, supported and motivated staff. The VOICE Survey administered by UOW allocated staff to tell us what they think we do well and where we need to improve. 78 staff (94% response rate) completed the survey and offered further feedback through their comments and suggestions. Areas that performed particularly well included:

- Rewards and recognition
- Career opportunities
- Organisational direction

Reflecting the significant change taking place within the Library areas that were noted for improvement included empowerment and active listening.

Library Staff Awards

Library Executive Committee Award

The Academic Outreach Team (Melanie Thompson, Jeanetta Kettle, Bernadette Stephens, Lusia Torre, Debra Nolan and Rachel Carr) were recognised for their outstanding efforts and achievement in the delivery of a new model of service to the UOW academic and research community. Their purpose is centred on eliciting feedback focused on the context of the academic, their challenges and expectations for support and resources in the research or education spheres.

People First Award

Susanna Colwell, Resource Sharing Officer was recognised for demonstrating the Library Values of Commitment and People First. Susanna is particularly noted for the ease in which she accepts change and her willingness to go the extra mile for her fellow team members and clients alike. Susanna has made a habit of putting others first, being supportive to the needs of new team members, cadets, placement students and volunteers.

Publications

- Cox, B. L. & Jantti, M. H. 2012. ‘Capturing business intelligence required for targeted marketing, demonstrating value, and driving process improvement,’ Library & Information Science Research, vol. 34, no. 4, pp. 308-316.

VOICE survey results

<table>
<thead>
<tr>
<th>% Agree/Strongly Agree</th>
<th>2010</th>
<th>2012</th>
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</thead>
<tbody>
<tr>
<td>Organisational Commitment</td>
<td>50%</td>
<td>60%</td>
</tr>
<tr>
<td>Organisational Direction</td>
<td>60%</td>
<td>70%</td>
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<tr>
<td>Mission and Values</td>
<td>40%</td>
<td>50%</td>
</tr>
<tr>
<td>Leadership</td>
<td>30%</td>
<td>40%</td>
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<tr>
<th>% Agree/Strongly Agree</th>
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<tbody>
<tr>
<td>Rewards &amp; Recognition</td>
<td>50%</td>
<td>60%</td>
</tr>
<tr>
<td>Career Opportunities</td>
<td>60%</td>
<td>70%</td>
</tr>
<tr>
<td>Motivation &amp; Initiative</td>
<td>70%</td>
<td>80%</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>80%</td>
<td>90%</td>
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</table>
Pam Epe Memorable Moments Award
Kirsty Newton, Education Technology Librarian received this award for her continuous enthusiasm towards her work and ability to make those around her smile. Kirsty is involved in a number of workplace initiatives including the organisation of various staff events.

Initiative and Innovation Award
Liz Baker, Collection Development Team Leader was recognised for her role as chair of the Publication Management working group, responsible for the implementation of the recommendations from the 2011 UOW Publication Management Review. The strength of Liz’s contribution was in contextualising the transition of the review’s recommendations into a set of simple, practical options for change, and working with all key stakeholders to introduce a new cultural mindset in how UOW manages publications.

Rita Rando Merit Award
Nadine Clark, Records and Content Management Officer, was noted for her agility in adapting to the organisational restructure within the Resources Division in 2012. This included the changing landscape for Archives and the services they provide to clients, in particular the move to a much greater emphasis on digital collection management. Nadine has worked to increase her knowledge and expertise in Archival standards and the related processes required of her in her new role of Records and Content Management Officer.

Pam Epe Memorable Moments Award
Kirsty Newton, Education Technology Librarian received this award for her continuous enthusiasm towards her work and ability to make those around her smile. Kirsty is involved in a number of workplace initiatives including the organisation of various staff events.

Conferences attended
- ADA Copyright Forum: Growing the Digital Economy: Copyright Exceptions for the Internet Age
- AIUG Load Profile Training
- ALIA Biennial 2012 Conference
- Aurora Leadership Institute
- Bicentenary Militarists
- CAIRSS Community Days
- CAIRSS Copyright Workshop
- CAIRSS Leadership Institute
- CAIRSS Transnational workshop
- Libraries Licensing Group
- Google Analytics Conference
- LibCampOz
- Libraries Support Forum
- Moodle Most Conference
- Museums and Galleries NSW: Digitising Collections workshop
- National Archives: Education Information Management forum
- State Records NSW Regional Depositories Forum
- Universities Australia Copyright Forum
- UOW Administrative Professionals Conference
- UOW 2012 Conference
- VALA 2012 Conference

Presentations by UOW Library staff
- Toni Lanyon
- Michael Organ
  - CAIRSS Community Day
- Margie Jantti
  - Measuring and Improving Library Value: Defining indicators of Quality and Impact (Conference)
  - CAIRSS Leadership Institute: Context is Everything: CAUL Workshop on Transnational Education
STAFF

Library Executive

Jantti, Margie
BA (Lib Info Sc), MBA, AALIA

Cairns, Neil
BA, Dip Lib

McIntosh, Lisa
BA (Lib Info Studies), AALIA

Ngatai, Lesley
BAdEd

Administration

Batten, Laura
BA (Hist), M.Info.Sci

Cox, Brian
BA (Hons)

Dee, Donna
BA (Lib Info Studies), DipFMgmt

Greatz, Kirsty
Cert IV Bus Admin

Herringe, Emily
BA (Media & Cultural)

Lombardi, Jo-anne
Dip FMgmt, ATEMM

Thomas, Catherine
Cert IV Bus Mgmt

Thompson, Lyndell
B Comm (Mkting), Ad Dip Info Mgmt

Scholarly Content

Bevilacqua, Debbie
Cert III Lib & Info Services

Broadhead, Noel
BEd, MEd

Chandler, Margaret
BA (Lib Info Sc), Dip Inf Mgmt

Daly, Rebecca
BA, BAppSci (Lib Info Mgmt), Postgrad Dip Info Arch, Masters (Info Arch)

Duggan, Lara
BA

Job, Clare
Dip Lib & Info Sc

Norris, Carolyn
BA, AALIA

Oakman, Monika
Dip Lib & Info Sc

O’Hea, Ann
BA, Dip Lib & Arch Adm

Organ, Michael
BA, Grad Dip Lib & Arch Adm

Organ, Michael
Manager Repository Services

BComm (Hons), Dip Arch Admin
### Client Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Beazley</td>
<td>Client Services Officer</td>
<td>BA(Hons), Grad Dip Info Stud</td>
</tr>
<tr>
<td>Yvonne Burling</td>
<td>Client Services Support Officer (Desk)</td>
<td>BA(Hons), Grad Dip Info Arts, Adv Dip Info Arts, BA (ArchPal)</td>
</tr>
<tr>
<td>Helen Fletcher</td>
<td>Client Services Support Officer (CRC Lib)</td>
<td>Lib Prac Cert (Hons), ALIATec, Adv Dip Arts, BA (ArchPal)</td>
</tr>
<tr>
<td>Louise Hogan</td>
<td>Client Services Support Officer (Course Material)</td>
<td>Grad Dip Info Arts, Cert IV/IV Mgmt</td>
</tr>
<tr>
<td>Sue Israel</td>
<td>Client Services Officer</td>
<td>Cert IV/IV Mgmt</td>
</tr>
<tr>
<td>Danica Long</td>
<td>Client Services Officer</td>
<td>Cert IV/IV Mgmt</td>
</tr>
<tr>
<td>Cathy Messer</td>
<td>Casual Staff Coordinator</td>
<td>Cert IV/IV Mgmt</td>
</tr>
<tr>
<td>Shanelle Surridge</td>
<td>Client Services Officer</td>
<td>Cert IV/IV Mgmt</td>
</tr>
<tr>
<td>Michael Swire</td>
<td>Collection Maintenance Officer</td>
<td>Cert IV/IV Mgmt</td>
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### Resource Sharing

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
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<tbody>
<tr>
<td>Cheryl Brindle-Jones</td>
<td>Learning and Research Services Librarian</td>
<td>BA (Lib &amp; Info Sci), Assoc Dip (Lib Prac), AALIA</td>
</tr>
<tr>
<td>Rachel Carr</td>
<td>Outreach Librarian</td>
<td>BAppSc (LibInfoMgt)</td>
</tr>
<tr>
<td>Lynda Cooper</td>
<td>Manager Learning and Teaching Development</td>
<td>BA (Psych), Grad Dip Info Lib, Cert IV Work Assessment &amp; Training, AALIA</td>
</tr>
<tr>
<td>Vicki Dodd</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib, Cert IV Mgmt</td>
</tr>
<tr>
<td>Amy Hardy</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib</td>
</tr>
<tr>
<td>Pam Epe</td>
<td>Learning Technology &amp; Metrics Librarian</td>
<td>BA(Hons), Grad Dip Info Lib, Assoc Dip (Lib Prac)</td>
</tr>
<tr>
<td>Sarah Kitchener</td>
<td>Collection Development Officer</td>
<td>BA(Hons), Grad Dip Info Lib</td>
</tr>
<tr>
<td>Sonya Ollerenshaw</td>
<td>Collection Development Officer</td>
<td>BA(Hons), Grad Dip Info Lib</td>
</tr>
<tr>
<td>Alison Pepper</td>
<td>Electronic Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib</td>
</tr>
<tr>
<td>Sandi Wooton</td>
<td>Metadata Officer</td>
<td>BA(Hons), Grad Dip Info Lib</td>
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</table>

### Collection Development

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liz Baker</td>
<td>Team Leader Collection Development</td>
<td>B Sp Sc (Ex Sci), Grad Dip Info Mgmt</td>
</tr>
<tr>
<td>Kerry Benny</td>
<td>Collection Development Officer</td>
<td>Adv Cert (Office Admin)</td>
</tr>
<tr>
<td>Kira Brbevski</td>
<td>Collection Development Officer</td>
<td>Dip Lib &amp; Info Serv</td>
</tr>
<tr>
<td>Stephanie Drummond</td>
<td>Collection Development Officer</td>
<td>Dip Lib &amp; Info Sc</td>
</tr>
<tr>
<td>Joanne Epe</td>
<td>Manager Collection Development</td>
<td>BK, AALIA</td>
</tr>
<tr>
<td>Lisa Kitchener</td>
<td>Collection Development Officer</td>
<td>Assoc Dip (Lib Prac)</td>
</tr>
<tr>
<td>Sarah Moreno</td>
<td>Collection Development Officer</td>
<td>Assoc Dip (Lib Prac)</td>
</tr>
<tr>
<td>Fran Pink</td>
<td>Collection Development Officer</td>
<td>Assoc Dip (Lib Prac)</td>
</tr>
<tr>
<td>Alison Pepper</td>
<td>Electronic Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib</td>
</tr>
<tr>
<td>Alison Pepper</td>
<td>Metadata Officer</td>
<td>Assoc Dip (Lib Prac)</td>
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</table>

### Liaison Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Jen Brookman</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib, Assoc Dip (Lib Prac), AALIA</td>
</tr>
<tr>
<td>Chris Beazley</td>
<td>Client Services Officer</td>
<td>BA(Hons), Grad Dip Info Stud</td>
</tr>
<tr>
<td>Stylianos Deps</td>
<td>Manager Learning and Teaching Development</td>
<td>BA(Psych), Grad Dip Info Lib, Cert IV Work Assessment &amp; Training, AALIA</td>
</tr>
<tr>
<td>Amy Hardy</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib</td>
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<tr>
<td>Pam Epe</td>
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</tr>
<tr>
<td>Sarah Kitchener</td>
<td>Education Technology Librarian</td>
<td>BA(Hons), Grad Dip Info Lib, Cert IV/IV Mgmt</td>
</tr>
<tr>
<td>Jennifer Kitchener</td>
<td>Outreach Librarian</td>
<td>BA(Hons), Grad Dip Info Lib</td>
</tr>
<tr>
<td>Sarah Kitchener</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib</td>
</tr>
<tr>
<td>Sarah Kitchener</td>
<td>Team Leader Learning and Research Services Librarian</td>
<td>Grad Dip Info Mgmt Lib</td>
</tr>
<tr>
<td>Joanna Maksym</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib, Assoc Dip (Lib Prac)</td>
</tr>
</tbody>
</table>

### Data Officer

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
</tr>
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<tbody>
<tr>
<td>Soumya Rao</td>
<td>Data Officer</td>
<td>ME, BE (Mech Eng)</td>
</tr>
<tr>
<td>Kerry Ross</td>
<td>Scholarly Content Officer</td>
<td>BA(Hons), Grad Dip Info Stud</td>
</tr>
<tr>
<td>Jeni Shen</td>
<td>Scholarly Content Officer</td>
<td>BA(Hons), Grad Dip Info Serv</td>
</tr>
<tr>
<td>Mike Zingle</td>
<td>Scholarly Content Officer</td>
<td>BA(Hons), Grad Dip Info Serv</td>
</tr>
<tr>
<td>Mathew Meldrum</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib, Assoc Dip (Lib Prac)</td>
</tr>
<tr>
<td>Michael Ross</td>
<td>Scholarly Content Officer</td>
<td>BA(Hons), Grad Dip Info Lib, Cert IV Mgmt</td>
</tr>
<tr>
<td>Kira Shen</td>
<td>Scholarly Content Officer</td>
<td>BA(Hons), Grad Dip Info Lib, Cert IV Mgmt</td>
</tr>
<tr>
<td>Jeni Shen</td>
<td>Scholarly Content Officer</td>
<td>BA(Hons), Grad Dip Info Lib, Cert IV Mgmt</td>
</tr>
<tr>
<td>Maksym Zingle</td>
<td>Learning and Research Services Librarian</td>
<td>BA(Hons), Grad Dip Info Lib, Assoc Dip (Lib Prac)</td>
</tr>
</tbody>
</table>
COMMUNITY PARTICIPATION

Donna Dee Academic Staff Development Committee
Margie Jarrett Academic Senate Dean & Senior Executive Learning Management Platform Project Governance Group International Student Experience Committee Council of Australian University Librarians ACLA Biennial 2012 Conference Committee
Clare Job Environment Committee NSW LA Users Group and Cataloguing Special Interest Group
Joanne Lombardi University Finance Users Group Research Online Management Committee University Reconciliation Working Group ERA Working Group
Lyndell Thompson International Student Experience Committee

Carolyn Norris NSW LA Users Group and Cataloguing special Interest Group Research Project Data Working Group
Michael Organ Research Online Management Committee University Reconciliation Working Group ERA Working Group
Jeanetta Kettie Board of Studies – Environmental Science
Lucia Tormo Research Project Data Working Group Publications/Strategy Working Group
Lynisa Cooper Course Approval Management Group Learning, Environment and Technology Sub-Committee Learning Engagement and Support Sub-Committee
Sandi Wooton NSW LA Users Group and Cataloguing Special Interest Group

Newton Valley Education Technology Librarian BA (Hons), Grad Dip App Sci (LLM), MAppSci (LIM), Cert IV in Fine Arts

Rutta Chen Learning and Research Services Librarian BA (Hons), Dip in Lib & Info Mgt, Assoc Dip in Info stud

Pamela Buch Learning and Research Services Librarian Grad Dip in Lib & Info Mgt (UNSW)

Ryne Honour Education and Technology Librarian BSc (Edu Sc) (UNSW), Grad Dip in Info Studies

Stephanie Barash Learning and Research Services Librarian BA (Lib & Info Sci), Wappog-EM, ALIA

Charmaine Merry Education Technology Librarian BA, Grad Dip Info Mgmt

Tara Luke Team Leader Academic Outreach BA (Lib & Info Sci), Assoc Dip (Lib & Info)

Wren Elise Learning and Research Services Librarian BA, Grad Dip Lib

Shoalhaven campus

Anderson Cathy Team Leader Shoalhaven Library BA, Dip Ed, Grad Dip in Info Mgmt

Carolyn Tate Information Services Officer Aus Lib Pub Librarian Prentice

Agri Memrion, Shoalhaven BA, Grad Dip Info & Lib Studies

Technology Services

Peter Taylor Team Leader Technology Services Cert IV in Business (Lib Prac)

Leslie Parker Systems Librarian BA, Lib Info Sci, MSLB

Marking, Michael Manager Technology Development BSc (Hons), MSc, MLIS, Grad Dip in CompSci, HECT

Tyrone Web Development Officer BA, Grad Dip Ed, Assoc Dip (Lib Prac)

Rox Anthony Computer Systems Support Officer Cert IV (IT Programming), BAppSc (Lib & Info Mgmt)

Archives

Clare, Sabine Archivist B. Teach, MEd (Hons) (Lib & Info)

Jen, Susan Archivist BA, Grad Dip Lib & Info Sci, ALIA

Arts

Emma, Librarian Librarian, Shoalhaven BA, Lib Info Sci

Technology Services

Toni Lanyon Team Leader Technology Services Cert IV in Business (Lib Prac)

Karen Lunt Systems Librarian BA, Lib Info Sci, MLib

David, Christine Information Services Officer Assoc Dip Library Practice

Kjar, Silla Librarian, Shoalhaven BA, Grad Dip Info & Lib Studies

Stephanie Barash Learning and Research Services Librarian BA, Grad Dip Info Mgmt

Peisley, Beth Learning and Research Services Librarian Grad Dip (Info Studies), PhD (Zoology)

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