

UTS Library, a learning space like no other

In *The Library with Mr Hank*, a video he and some others made about the library, a student puts in a nutshell what UTS library is trying to do as we seek to provide innovative and pervasive support for learning and research at UTS.

Running an open competition to make videos about the library is one example. Another recent instance was the launch of a new, single-box catalogue this year. Using the Endeca software, the new catalogue offers the uncluttered interface our clients expect from search engines plus a number of web 2.0 features. The catalogue finds books, journals, and other materials usually found in a catalogue, but also scholarly articles and books published by UTSePress and the university's research output collated in the UTSiResearch repository, both elements of UTSeScholarship.

Use of web and other new technologies extends to YouTube, Facebook, and Twitter as well as extensive blogging for staff communication and shared innovation. On behalf of its partner university libraries in the Australian Technology Network (Curtin, UniSA, RMIT University, QUT and Auckland UT), UTS Library developed the Collaborative Online Workspace, or COW, which is a platform for collaboration among the staff of those six widely separated libraries.

UTS Library is trying to create digital learning spaces that mirror and intersect with our physical learning spaces. The latter have been substantially upgraded over the last few years to create a rich, dispersed learning commons that extends well beyond the walls of the university's libraries. Silent study spaces and a Scholars' Centre provide spaces for contemplation while open social study spaces and group and presentation rooms support interaction. Other spaces enable communal study as well as discovery and consultation, the traditional library activities.

UTS Library's strategic priorities are facilitating discovery and access to scholarly information, developing capabilities, promoting learning, and enabling scholarship. Our 'Library of the Future' which will open on Broadway, one of the gateways to the Sydney CBD, in 2015 will not only be a great building but it will represent new thinking about academic libraries, a combined online and physical learning space 'like no other'.

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You can see the video here http://www.youtube.com/watch?v=QYP_hZmcRgg

Looking forward, looking back – Whitehouse Institute of Design Melbourne Campus Library

Rewind to mid-2007: Charles Sturt University Bachelor of Arts (Library and Information Science)

Completing my last exam was one of my happiest moments, but at the same time it left me with a slightly hollow feeling. I don't have to study any more! I don't have to study any more...

Fast-forward to 2009: Whitehouse Institute of Design, Australia

A lot has happened over the past eighteen months. My first job out of university and I am solely responsible for a higher

education library. To add to the circulation desk duties, enquiries, research for staff, shelving, shelf checking, book repairs, collection development, weeding, acquisitions, end-processing, committee meetings, and technical support for the students, my last year has also involved the creation and implementation of a library in the brand new Whitehouse Institute of Design Melbourne Campus plus ongoing responsibility for its smooth operation.

Melbourne Campus was a twinkle in the Whitehouse eye well before I joined the team, so a number of years of foundation work and consultation had already been completed. I arrived just in time for action. My two main objectives have been to staff the new library and fill it with resources.

First things first: a library needs resources. A foundation collection was sent to Melbourne from the Sydney library including all the duplicate books and a large supply of magazines. Online bookstores were also scoured for design books and a large order was placed to be sent directly to Melbourne.

This was where the first issue was encountered: there were no plans for me to go to Melbourne Campus and a large delivery of books was arriving with no one to accession or catalogue them. Thankfully the receptionist in Melbourne is a hard working, reliable, and fantastic person. All the boxes of books were dutifully opened and a form was filled out for each book stating details such as title, author, and ISBN. About five reams of these forms have been across my desk for remote cataloguing now. Barcodes were organised and spine labels were printed working in a left-to-right, top-to-bottom direction on the page to make sure the receptionist could easily choose the correct barcode and spine label for each book. These were posted to Melbourne where, once again, the receptionist end processed the books, never even realising that what she was doing had a name.

Any donations received by the Melbourne Campus have also been catalogued in this manner. While the system is not ideal, and there have been a few little mix-ups along the way, it has actually worked surprisingly well. However, I would never suggest this as a viable system unless the person on the other end had a little bit of 'librarian' about them.

For a long time a combination of administrative staff and one teacher in Melbourne were my eyes and ears...and hands and feet. Students were able to use the resources in the library itself under supervision of staff, but due to a lack of qualified library staff and library circulation software the students were unable to take the resources home.

Now for the second issue: the library needed a librarian. This was solved earlier this year when Whitehouse employed a part-time, qualified library technician.

This was interesting for me, having only ever been on the other side of the interview process. I not only wrote the advertisement and received the applications, I organised a short list of applicants and was on the panel of interviewers. In due course we appointed a library technician for the Melbourne Campus and I flew to Melbourne for a short, intensive training session with him.

I've been involved in training staff before, both within libraries and in customer service roles. However, this training was a totally new experience. While I had put together some information for our new library technician, I had never seen the Melbourne Campus Library before, so he was one up on me. Also, the role for the new library technician in the new campus was somewhat organic as all the procedures that I ran in Sydney had to be checked over by Melbourne staff to ensure that they would be compatible with practices already in place.

After a slightly rocky 4am start to catch the plane, the training went really well and I now have a colleague to support, have discussions with, teach, and learn from. While our two days of

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face-to-face training and exploring Melbourne Campus were over all too quickly, I left knowing that the precious library I had been creating remotely was well on its way to becoming an invaluable and accessible resource to students and staff alike.

My time at Whitehouse has involved an incredibly steep and swift learning curve, which has also been very interesting and rewarding. I particularly enjoy the contact with students and staff and the feeling of involvement in their work. If I rewound to 2007 again, this is definitely the path I would take.

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Client-focused innovations at Deakin University Library

From the introduction of next-generation learning spaces to the creation of a library catalogue specifically for mobile phones, Deakin University Library is constantly developing new and improved ways to support students and staff in their teaching, learning, and research activities, across a continuum of physical and virtual facilities, with information delivered in a variety of formats.

Next-generation learning spaces

Deakin University Library has recently completed two major building projects.

Architecturally designed next-generation learning spaces have been introduced in the \$1.3 million first phase of development at the Melbourne Campus at Burwood, including media lounges; presentation spaces with plasma screens and interactive whiteboards; 'nooks in books': comfortable seating among the bookshelves; individual study spaces with desktop computers, power-points, and a wireless network; quiet areas; and vibrant lounge areas for texting, twittering, reading, or meeting up with friends.



The new gallery space, which is currently displaying indigenous artwork from the private collection of Lauraine Diggins, is already popular as a function space. The lounge area can also double as an event space.

The second building project is the Alfred Deakin Prime Ministerial Library (ADPML), located in the last of three refurbished historic wool stores at the Geelong Waterfront Campus. This purpose-built specialist library, established in March, houses an extensive and valuable collection of print items, including the Alfred Deakin research collection, and provides access to many of Deakin University Library's special collections. An important element of the ADPML is the exhibition space, which will host exhibitions from cultural institutions and displays from the Deakin Art Gallery.

Preparations are well under way for the major \$8 million refurbishment project at the Geelong Campus at Waurin Ponds. Building work will begin this month, with the project due for completion in 2010.

Library commercials

The library is currently trialling three television commercials produced by Deakin postgraduate students as part of their coursework, with the library acting as client and the students carrying out the brief. The commercials, which can be viewed at <http://www.deakin.edu.au/library/media/video/commercials.php> were shot on location at the Melbourne Campus at Burwood Library.

Library catalogue for web-enabled mobile devices

The library has successfully beta-tested a version of the library catalogue specifically designed for web-enabled mobile devices, which is scheduled for live release this month. The international beta test was carried out in partnership with Innovative Interfaces Inc., the suppliers of the library's Millennium library management system.

Social networking software

Is social networking the new operating system for business? The library has been investigating an array of channels to engage with clients, and to extend our library resources and services. In 2008, the library web developer created a Deakin University Library Facebook profile, which was populated with the most highly used library website content, as measured through ClickTracks data. Shortly after, a library catalogue search was submitted and certified as an approved Facebook application. Library News is now disseminated via Facebook and Twitter, keeping clients and interested parties up-to-date. To accommodate the preferences of a wider range of clients, the library also offers a Google gadget that can be accessed from a personalised iGoogle page.

Learning 2.0

In December 2007, library staff completed a staff development program entitled *Learning 2.0: 23 things to do on the web*, a direct outcome of a skills audit conducted to identify key competencies. Deakin University Library partnered with Swinburne University Library to undertake this program, with library staff required to study 23 new applications of web 2.0 social networking functionality. Now, with the development of the *23 things+* program, where a new application is added for staff to investigate every few months—staff continue to be informed about new technologies and web applications.

Enhanced support for researchers

As a response to Deakin University's aspirational goals for research, the library has introduced two client-focused initiatives designed to enhance support to researchers.

A new *Librarian in residence* program currently operates in the Faculty of Business and Law at the Melbourne Campus at Burwood. A subject-specialist librarian is 'embedded' in the faculty at scheduled and advertised hours to provide a broad range of teaching, learning, and research-related services direct to researchers.

Two specialist Research Librarians will work across all faculties and research communities, providing individual and group support to staff and student researchers through direct assistance, and instructional programs such as research skills development, DRO submission, bibliographic management tools, and bibliometrics.

New roles in the library

A Library Communications Specialist was appointed to strengthen communication within the library and, ultimately, to library