University Librarian’s Report

The year was notable for the Library’s extended reach and the high degree of user satisfaction. As detailed in the following report, our staff are now located in with their academic colleagues as well as working closely with the Study and Learning Centre. There has been an increased focus on working with RMIT Vietnam as well as our partner institutions outside Australia. Within Australia, use of the Research Repository has doubled and we have had a significant growth in the size of the Learning Repository.

Student satisfaction with our services is high with improved scores, both in the University-wide Student Experience Survey and in the Library-specific Insync survey. These high levels of satisfaction are a credit to all Library staff and they reflect a great and sincere desire to provide students and staff with the best possible service. I’d like to thank the Library staff as well as our many colleagues around the University for their contributions to improving learning, teaching and research across RMIT.

Craig Anderson
The University held a memorial service in November to pay tribute to Jack’s enormous contribution to RMIT and the library community. Jack retired from RMIT as the Chief Librarian in 1980 after 28 years of service.
Supporting Learning and Teaching

**e-textbooks: why aren’t all the textbooks electronic?**

The publishing environment for textbooks is rapidly changing, but still presents a confusing situation in which less than half of the print textbooks in use at RMIT University are available as e-textbooks.

Current models offered by textbook publishers add to the confusion, as they have different access models for libraries (e-books that can be lent to library users under limited conditions) and students (e-textbooks are sold to students but cannot be purchased by libraries). In 2013 the Library took the lead in investigating an e-textbook solution for the University that will deliver e-textbooks to students in a way that is integrated with their Blackboard courses. The Library has been working in partnership with academic staff, the Office of the Dean, Learning and Teaching, IT Services, and the Campus Store to achieve this.

**Vietnam campus textbook facility**

The Vietnam Library took over the management of the campus textbook loan facility in 2013. In collaboration with IT Services, software to manage the distribution process was tested but no adequate solution was found. We are watching developments around e-textbooks with keen anticipation!

**Library research skills training**

In 2013, 24,396 students at Melbourne campuses attended training sessions, an increase of 17% over 2012 figures. Most Library staff time is invested in advanced and subject based research skills which are integrated into students’ coursework.

<table>
<thead>
<tr>
<th>Sessions</th>
<th>Attendees 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation talk outside the Library</td>
<td>5,585</td>
</tr>
<tr>
<td>Introduction to the Library</td>
<td>4,085</td>
</tr>
<tr>
<td>Finding journal articles</td>
<td>3,383</td>
</tr>
<tr>
<td>EndNote</td>
<td>1,902</td>
</tr>
<tr>
<td>Advanced/Subject search skills</td>
<td>9,171</td>
</tr>
</tbody>
</table>

With this focus on coursework integration, our ongoing presence in programs can be targeted, well timed, relevant to needs and reviewed periodically. It also allows for sessions to build research ability and skills across the years.
Introductory sessions are still provided face-to-face but more time is being invested in developing short informational videos that can be made available from the Library website, embedded in Blackboard, and accessible on RMIT’s YouTube channel.

‘Sincere thanks for your enlightening contribution to the TNE (Transnational Education) class yesterday. The Library is a critical resource... and your insights and the applications you shared will enhance the professional progress of the students...’

Dr Margaret Heffernan, O.A.M., academic, School of Management, RMIT University.

1 A 2012 University of Wollongong study demonstrated a strong correlation between student success and use of information resources provided by the Library.

Global Learning: by Design

The inclusion of the Library in the ‘Global Learning: by Design’ strategy, and particularly in the proposed Curriculum Design Teams, represents a significant opportunity for the Library to partner with academics in program development and online learning.

Learning Repository

Alternatively formatted resources have been added to the Learning Repository. The Library provides documents in alternative formats at the request of the Disability Liaison Unit for use by RMIT students. The Learning Repository gives students online access to these materials. Electronic workflow improvements streamlined the processing of requests between the Disability Liaison Unit and the Library achieving shorter fulfillment times and improved tracking of requests.

To find out what else is in the Repository, see our webpage:

www.rmit.edu.au/library/learningrepository

Over 4480 records and over 6500 objects were added to the Learning Repository in 2013, resulting in an increase of 22% in the size of the collection (see the Statistical Appendix for more details).
Grant partnerships

The Library was invited to partner in two significant grant applications in 2013:

» An LTIF (Learning and Teaching Investment Fund) grant involving the School of Management and Wendy Frerichs, the Liaison Librarian for Management.

» An OLT (national higher education) grant involving the School of Electrical and Computer Engineering and Wendy Hazsler, the Liaison Librarian for the School.

Liaison and reference services at the Vietnam campus

Nguyen Huu Loc (Loc) has recently taken on the new role of Liaison Librarian at the Saigon South campus. Loc is working on organising tailored workshops, building up the professional communication collection, and establishing contacts with the program’s lecturers.

To assist the liaison function, the Vietnam Library has assigned the role of subject librarian to eight Library staff based at Saigon South and four in Hanoi.

Liaison staff at the Melbourne and Vietnam campuses are planning to develop cross-campus team relationships in 2014.

A new position of reference librarian was created at the Library at Saigon South. It will strengthen the reference expertise of Library staff. Nguyen Trong Thi (Thi) was appointed to this role.

Orientation videos for teaching staff in international partner institutions

The Library has developed a series of short videos introducing staff at RMIT partner institutions to the electronic resources and services available to RMIT students wherever they are located.

Watch the videos: www.rmit.edu.au/library/offshore

Professional development programs for sessional staff

The Liaison teams were invited to contribute to the new professional development programs for sessional teaching staff.

Each College developed their programs differently. In Design and Social Context, there was a session each semester with over 100 participants in each workshop. Library staff presented and spoke to a new guide on ‘Sessional Staff Resources.’

Science, Engineering and Health held cafe-style sessions, presenting to each group and answering questions. There were about 90 staff at sessions across the City and Bundoora campuses. The Business Liaison Manager participated in a World Cafe run by the College for all sessional staff, and individual liaison librarians delivered presentations to School-based sessions.

University presences outside Australia

The Library contributed to the University-wide review of how RMIT students studying outside Australia are supported. A checklist of minimum expectations of library service for RMIT students was developed and will be used to ensure this is available at all locations where we deliver programs.
Book Fair at the Vietnam campus

The 2013 RMIT Vietnam Library Book Fair (28 – 30 August) welcomed more than 3,000 RMIT Vietnam staff and students, who came to buy books and suggest new titles for the Library. There were 6,000 books and DVDs for sale by most of the major book vendors in Ho Chi Minh City. The Book Fair is an annual event organised by the Library to encourage reading among students as well as developing the collections through orders by lecturers.

Collection News

Every year we review our physical collections to remove duplicates that are no longer needed and to ensure latest editions are available.

Major activity in 2013 included:

» In Vietnam, the floor load capacity in the Hanoi Library prevents expansion of the collection. More than 2,600 volumes were withdrawn from the collection so they could be replaced with new books for new programs.

» In Australia, the Library purchased a substantial collection of traditional Chinese medicine texts and have started to integrate into the collection at Bundoora.

As the Library purchases material in electronic format over print whenever possible, purchasing of e-books and streaming videos continues to outstrip the acquisition of physical materials. e-Resources are generally available to RMIT students in all locations where RMIT programs are offered.
Supporting Research

Research Repository 2010 – 2013

The Repository undertook a ‘full-text blitz’, where authors of 2013 and 2012 RMIT Research Repository-listed journal articles were invited to add their full-text to the Repository.

A new quarterly email alert feature proved popular and generated significant response with offers of full-text to be uploaded. The alert will be sent out quarterly.

Open Access Week

Open Access Week is a global event in its seventh year. Held in October, it promotes Open Access as a new norm in scholarship and research. Three events were held at RMIT to mark Open Access Week 2013. The Library presented on the RMIT Research Repository on 24th October.

Research Data Management

In 2013 the Library worked closely with IT Services and the RMIT eResearch Office to:

» Refine the metadata schema for the publishing of descriptive information on research data and datasets within ReDBox
» Complete metadata input guidelines for data librarians working on ReDBox
» Train data librarians in the metadata schema for ReDBox
» Provide IST sessions within the Library on ReDBox and the Library.

What is ReDBox?

‘ReDBox (Research Data Box) has been designed to assist universities in bringing their research metadata under management, meeting the Australian Code for the Responsible Conduct of Research, and interfacing with Research Data Australia, the national research data discovery system.’

Source: http://www.qcif.edu.au/services/redbox

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<table>
<thead>
<tr>
<th>RECORDS ADDED</th>
<th>TOTAL HOLDINGS</th>
<th>FULL-TEXT DOWNLOADS</th>
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<tr>
<td>5,048</td>
<td>2010</td>
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<tr>
<td>5,136</td>
<td>2011</td>
<td>127,264</td>
</tr>
<tr>
<td>4,172</td>
<td>2012</td>
<td>313,823</td>
</tr>
<tr>
<td>4,791</td>
<td>2013</td>
<td>654,038</td>
</tr>
</tbody>
</table>
e-Resources supporting research

The Library’s collection of databases to support University research is extensive. The University invested almost $4 million in 2013 to provide the collection of subscribed databases to support research activity. (The cost of individual journal subscriptions and e-books purchases are not included in this figure.)

In the last few years, the Library has focused on acquiring archival backsets to consolidate resources available to researchers.

HERDC and ResearchMaster

For some years the Library has actively sourced the full-text of papers and publications of RMIT researchers for submission within Higher Education Research Data Collection (HERDC) and the Excellence in Research for Australia (ERA) framework processes. The Library works in close partnership with the Research Strategy, Planning and Reporting Unit of the Research and Innovation Portfolio. The Library also provides staffing resources to input data into ResearchMaster to ensure it is accurate and up to date.

Liaison Librarians are mobile!

More Liaison Librarians were embedded in their Schools; over 50% of Melbourne-based Liaison Librarians now spend half a day per week in each of their Schools. This leads to new opportunities for engaging with teaching and research and to support academics and teachers. Vietnam Library will also be developing this service in 2014.

‘The embedded library liaison in the School is a brilliant idea.’

‘Love the fact that Annie Yee comes across 2 part days per week and is available in the offices for help.’

RMIT academic/research staff talk about embedded Liaison Librarians.

On Track program for higher degree students

In 2013 the Library once again partnered with the School of Graduate Research and the Study and Learning Centre to deliver the On Track program of training for research candidates. The Library sessions in the program are:

» Introducing Library resources and services
» Searching Library databases
» How to find theses and learn from them
» Citations: Tracking the development and impact of research
» EndNote and Word: cite while you write.

These sessions are open to all disciplines and are a useful adjunct to the discipline-specific advanced training sessions provided through our partnership with teaching areas.
Improving the student experience

Insync survey

A major event in 2013 was our Library Client Satisfaction survey at the Melbourne campuses. Every second year, we ask Library users to rate our service against their expectations and provide us with suggestions as to what could be improved. We received 2929 responses, a great response rate. Over half of our respondents left specific feedback, for a total of 3273 individual comments.

What was rated as most important?
» The expertise, approachability and fairness of Library staff
» Wireless access.

How are we performing?

We performed best on the service provided by Library staff, an improvement since the 2011 survey.

It was a significant achievement for us that our users believe we are doing well on areas they consider important.

Three factors rated as important in the survey but in which we were underperforming were:
» Finding a quiet place in the Library to study
» The functionality of LibrarySearch
» The ease of use of the Library website.

The major themes from user comments were:
» finding a place to study
» accessing computers
» the study environment (noise levels and ambience)
» opening hours
» search tools (LibrarySearch and the website).

We have been working to improve the search functionality of LibrarySearch (see the later section ‘Improving infrastructure’ for improvements in 2013), and improvement in this and other areas flagged in the survey will be built into our planning for 2014 and beyond.

Service model

In addition to working with other University groups to deliver integrated services, the Library has been streamlining its service model at service points.

Liaison Librarians were freed up from reference desk shifts at Library sites in Melbourne in 2013 so they could focus on external engagement. Library Reference staff assume responsibility for basic subject enquiries in this model and refer students on when ‘expert’ subject assistance is required.

Reference staff also began working with Liaison staff on identifying basic subject competencies required for answering frequently asked questions in key subject areas at Library sites. The Subject Competencies project will upskill Reference staff as they work with Liaison staff to develop training modules and assessment to deliver identified subject competencies.

Survey Feedback:

‘Everyone is super helpful and that makes everything a whole lot easier – thank you :)’

‘From an academic’s point of view the service the staff give me to help my students is brilliant!’
Find us in the Study and Learning Centre

The Library is always looking for ways to provide point-of-need assistance to students in a variety of contexts and spaces. One of the spaces where this is happening is in the Study and Learning Centre (SLC) in Melbourne where librarians are now available for two hours, four days a week, either in the SLC drop-in centre or the English Ready Centre. Reference and Liaison Librarians collaborate with teachers from the SLC to assist students to navigate the study and research process. Librarians and teachers also collaborate to present a variety of more formal ‘Know How’ workshops for undergraduates and postgraduates, designed to assist students to develop the academic skills necessary for university study. This has been an enriching collaboration for both the Library and the SLC as they share knowledge and experience and compare and contrast different modes of assisting students.

“It’s been fantastic to assist students, ranging from Cert III to postgraduate level, from a vast array of backgrounds... I’ve enjoyed working closely with (and learning from) the wonderful, knowledgeable and energetic SLC staff and Student Learning Assistants. With new challenges presented weekly, I’ve extended my knowledge and always seem to leave the Centre feeling energised. I believe the embedding of Librarians in the Centre has enhanced the service by providing more of a ‘one-stop shop’ for students at a point of need.”

Amy Saunders, Liaison Librarian for Media and Communication

The Vietnam Library decorated

Marking occasions is as important in Vietnamese culture as it is for Australians, and the Vietnam Library and Learning Commons creates an environment that is distinctly RMIT and still distinctly Vietnamese. The Library is decorated to greet new students at the start of term and to mark Christmas and Tet New Year and other special days. It is part of the emphasis on making the Library a beautiful and welcoming study destination.

IT Helpdesks in the Library

2013 saw an extension of the operating hours of IT service at Bundoora Library. Students are now able to receive IT support Monday to Friday from 9 am – 5 pm.

Left: The Beanland Library and Learning Commons at Saigon South decorated for the Tet new year.
Right: The Beanland Library and Learning Commons at Saigon South decorated for the Christmas period.
Developing People

Professional development exchange: Vietnam and Australia.

The aim of the exchange was to develop research-level Liaison support and to assist Library staff at the Vietnam campus working with new programs to build a strong liaison/research team.

Two Vietnam staff Nguyen Huu Loc (Loc) and Huynh Ton Nu Minh Nguyet (Nguyet) from the Information Services team in Saigon South visited Melbourne for two weeks in August. They enjoyed an intensive program of discussions, demonstrations and participative activities focused largely on Liaison services and research support.

Reciprocal visits were organised for two Melbourne-based Liaison Librarians: Emma Rose, librarian for the School of Global, Urban and Social Studies, in October, and Jennifer Hurley, the librarian for Accounting and Law, in November. They provided workshops for lecturers, researchers, Library staff, and students at Saigon South.
Working globally

From 16 to 25 September, Lynn Murdoch, Quality and Offshore Services Librarian from the Melbourne campus visited the Vietnam campuses in Ho Chi Minh City and Hanoi. Lynn was working on the Library Health Check project, an RMIT University Vietnam initiative aimed to investigate future developments for the Vietnam Library.

The University Library and the Vietnam Library plan to work more closely in 2014 to ensure we provide a seamless experience for students and staff, and that similar services are available.

Work experience students

Eleven students were hosted in 2013. These were mainly library and information science students, and included seven masters students from RMIT.

Staff development

Australia

Two new features of 2013 professional development in Australia were participation in the CAVAL Cross-Institutional Mentoring Program and in-house showcases.

» The eight-month Mentoring Program involved university libraries from around Victoria, the State Library and CAVAL. Ten staff participated from our Library – five mentors and five mentees.

» There were two showcases open to all interested Library staff: the Library Resources showcase on 17 July and the Information Services showcase on 12 November. The purpose of these was to allow staff to see the range of work taking place across the whole Library to encourage cross-unit cooperation and engagement. These were popular events attracting around 50 attendees and rating well in the post-event poll.

Vietnam

The Information Services team in Saigon South conducted ‘in-service training workshops’ for Hanoi Library’s new staff. The workshops aimed to create consistency and comparability of Library workshops and services to users on both sites. These workshops focused on establishing relationships with academic programs, preparing lesson plans for workshops, conducting tailored and general workshops for students, and sharing the experience of library decoration.

Conference Presenters

Library staff who presented at conferences and seminars (L-R: Stephen Gillespie, Wendy Frerichs, Sian Dart, Julia Leong, Amy Saunders, Anne Lennox, Melissa Parent, Rebecca Rata and June Frost. (Absent: Annie Yee, Ebe Kartus, and Mary Mavroudis)

Cross unit work experience (CUE)

Eight staff undertook CUE placements in the Library in 2013 experiencing the work of other groups and expanding their knowledge of Library operations. In addition, six Library staff worked with other areas of the University, including the RMIT Advancement group and the Research Office. These placements usually involved project work for the hosting group.

Staff swap

Sara de Mauri, from Bundoora Library, worked at Mill Park Library for three weeks in October – November 2013. A Mill Park staff member will work at Bundoora for three weeks in 2014.

Training for new applications

This year featured major application changes at Melbourne campuses, necessitating intensive training across the Library. The Library Resources and Access group conducted in-house training in RDA and Alma as well as IT topics. Library Information Services staff also had major training and participated in two reference and two Liaison half-day workshops.
Improving Infrastructure

Alma went live on 12 May

Alma is the next-generation library management system which now supports all the Library’s collection management functions – for all formats of materials. Alma went live on 12 May – RMIT was the 2nd university library in Australia and among the first 10 in the world to move to this new generation cloud-based system. Over time Alma will increase the efficiency of Library operations and the accuracy of LibrarySearch.

Enhancements to our search interface

LibrarySearch was officially launched in February 2012. Improvements implemented during 2013 include:

» Improving certain terminology in LibrarySearch for greater clarity
» Greater options for refining searches by material type
» The option to view course Reserve material through a refined search
» Patrons no longer lose their search result when they log in to place a hold

In addition to the increased functionality of LibrarySearch, some popular features were also integrated into the system in 2013:

» Browse search
» Citation linker
» e-Journals A-Z.

These features are now located inside LibrarySearch so access is easy and direct.

4,170,000

There were over 4.17 million searches in LibrarySearch in 2013.
Appendices

Staff publications

Articles and conference papers


Reviews


Business on Swanston Street reviews


Activity in professional organisations

Academic Business Librarians’ Group
This Melbourne-based informal group was founded in 2010. It runs half-day professional development and sharing meetings two or three times a year. Members of the group regularly email each other for communication and collaboration. Members from RMIT University are Deborah Wright, Jennifer Hurley, Wendy Frerichs, Annie Yee, Daniella Hutchings, Patricia Darwish, Jenny Loft and Daniel Giddens.

ALIA Library Technicians (Vic) Group
Patricia Murray serves as a committee member for this group.

ALIA New Graduates Groups
Ryan Siriwardene and Lesa Maclean served on the New Librarians’ Symposium 6 committee for the February 2013 event. Lesa is the Victoria regional coordinator and Ryan was on the Victorian group committee until he moved to Queensland.

Lesa Maclean is the coordinator for the EEI…Energise, Enthuse, Inspire column in Incite, the magazine for members of ALIA.

ALIA Reference and Information Services (Vic) group
This group aims to represent reference and information service staff across all sectors in Victoria. It facilitates communication and information for members and contributes to the professional development of reference and information services staff. The group organise professional and networking activities which include workshops and evening meetings with presenters. Wendy Frerichs and Daniel Giddens are members of this group. [confirmed]

ALIA Victoria
Melissa Parent served as a committee member in 2013. ALIA Victoria facilitates communication and networking among Victorian library and information professionals through formal and informal functions.

CAUL
RMIT University Library is a member of the Council of Australian University Librarians and is represented by Craig Anderson who also chairs the CAUL Statistics Advisory Committee. Domenic Iannello represents the Library at the Datasets Coordinators meetings.
CAVAL

Craig Anderson is Chair of the CAVAL Board. Gary Pearce is the RMIT representative at CRIG: CAVAL Reference Interest Group. Julia Leong is our representative on the CAVAL HR Group. Domenic Iannello chairs the Digital Interest Group.

Ex Libris user groups

RMIT University Library is a member of IGELU and ANZREG - Petrina Collingwood attended the ELUNA meeting and Systems Seminar in April 2013. Other Library staff also attended the ANZREG Users Meeting in January 2013.

Ebe Kartus continues to be a member of the Alma Product Working Group and is also on the Alma Community Catalog Standards and Policies Advisory Group.

LATN

The Library is also a member of the Libraries of the Australian Technology Network and is represented by Craig Anderson. LATN has a number of online communities for which we have representatives.

Libraries Australia - Victorian Users Group

Libraries Australia is a resource sharing service managed by the National Library of Australia. The heart of Libraries Australia is the national bibliographic database which records the location details of over 50 million items held in Australian academic, research, national, state, public and special libraries.

Richard McCart chairs the Victorian Libraries Australia User Group (VLAUG). User group meetings provide an open forum to discuss the system and foreshadowed developments, and are an important opportunity to network with other users of Libraries Australia.

OCLC

Craig Anderson was elected to the OCLC Asia Pacific Regional Council (APRC), APRC Executive Committee Members (Term: 1 July 2013 – 30 June 2016).

OCLC is a worldwide library cooperative providing services and research to improve access to the world’s information.

Science Liaison Librarians

Engineering liaison librarians from Box Hill and Holmsglen TAFEs and Deakin, LaTrobe, Monash, RMIT, Swinburne and Victoria universities met at RMIT to discuss matters of mutual interest in May.

University Copyright Network (UCN)

Anne Lennox attends meeting of the UCN. The UCN is a network of University copyright representatives who meet to discuss copyright issues and practice in Australian universities. The group review and discuss proposed amendments to the Australian Copyright Act, Statutory Licence or Collecting Society’s agreement negotiations, in order to make contributions to the preparation of submissions and reports by Universities Australia as appropriate, through the Universities Australia’s Expert Reference Group.

VATL: Victorian Association of TAFE Libraries

Annette Sullivan represented us at VATL. Krystyna Derwinska is a member of the CASS (Cataloguing, Acquisitions Serials and Systems) Committee of VATL. [confirmed]

Vic/Tas Research Support Community

This was a new group established in 2013 to bring together librarians in research support roles. Keely Chapman and Heather Ross represented RMIT University Library at group meetings.

Victercats

Victercats - Victorian Tertiary Institution Cataloguers - is a discussion forum for library staff engaged in resource description and technical services in Victoria. Richard McCart attends.
Victorian Academic Law Librarians
Jennifer Hurley participates in this group.

Victorian University Librarians Meetings
Craig Anderson attends meetings of this group. Stephen Gillespie and Deirdre Gillespie participate in the Victorian Deputy University Librarians group and Stephen is also involved in the Victorian Planning and Quality Group.

Staff arrivals and departures

The Library welcomed 13 new staff in 2013:
» Lucas Boswell to work in the Bundoora Library
» Do Huyen Trang to work in the Library in Hanoi
» Ro Hueston to work in the Swanston Library
» Daniella Hutchings as a liaison librarian in the Business team
» Ly My Dinh in the Library at Saigon South, HCMC
» Nguyen Ha Linh in the Library in Hanoi
» Nguyen Thi Minh Tu in the Library in Hanoi
» Nguyen Xuan Chinh in the Library at Saigon South, HCMC
» Sarah Payne in the Swanston Library
» Ursula Spiers in the Swanston Library
» Carrie Thomas to work in the Bundoora Library
» Tran Thi Son Y in the Library at Saigon South, HCMC
» Maree Vaughan to the Brunswick Library

And farewelled the following staff:
» Adam Cooper
» Hugh Dempster
» Doi Ha Phuong
» Susan Fraumano
» Savita Hazari
» Nguyen Ngoc Phuong
» Ryan Siriwardene
» Jarrod Warmington
» Shelly Williams

Major electronic resources purchased in 2013

Academic Charts Online (ACO)
Amirsys Pathology Reference Centre (Perpetual)
Amirsys Imaging Reference Centre (Perpetual)
Chandos Information & Library Management collection 2013
CSIRO e-books collection 2013
Merck Index Online (Perpetual)
Palgrave Connect eBooks - Business & Management collection 2014
Palgrave Connect eBooks - Economics & Finance collection 2014
Primal Pictures Anatomy Premier Library Package (Perpetual)
Royal Society of Chemistry ebooks 2014
SAGE Knowledge eBook 2013 Collection
Springer e-Book Collection 2014
Wiley Online Books - Business, Economics, Finance & Accounting collection 2013
Visits

Visits by RMIT University Library staff

March
» Lynn Murdoch visited the Singapore Institute of Management meeting with the SIM Librarian and RMIT Academic Director Singapore.

April
» Annie Yee to Singapore Institute of Management meeting with the SIM Librarian and academic staff.

August
» Nguyen Huu Loc (Loc) and Huynh Ton Nu Minh Nguyet (Nguyet) visited RMIT Australia working with colleagues in the Library for two weeks in August.

September
» Lynn Murdoch visited RMIT Vietnam (SGS and Hanoi) for 10 days as part of the Health Check review of RMIT Vietnam Library.
» Lynn Murdoch visited Hong Kong Art School and Vocational Training Council SHAPE (School for Higher and Professional Education), Hong Kong.

October
» Emma Rose worked with Library colleagues at RMIT Vietnam (SGS) for one week.
» Craig Anderson attended an OCLC meeting in Bangkok as a Member of the Library Advisory Council.
» Craig Anderson was invited to attend an IEEE meeting in New York as Member of the Australia and Pacific Regional Council.

November
» Jennifer Hurley worked with Library colleagues at RMIT Vietnam (SGS) for one week.

Visits hosted by RMIT University Library

The Library was visited by a number of institutions in relation to our Alma implementation:
» Macquarie University Library
» Swinburne University of Technology Library
» Bond University Library
» State Library of South Australia
» Charles Darwin University Library
» University of South Australia Library
» Flinders University Library
### Library statistics

#### Activity in 2013

##### Collections

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<th></th>
<th>TOTAL</th>
<th>Vietnam</th>
<th>Melbourne</th>
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<td>(includes streaming video)</td>
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##### Service and access

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<tr>
<td>EZproxy visits (accessing e-resources)</td>
<td>1,664,082</td>
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<tr>
<td>Loans (including renewals)</td>
<td>584,112</td>
<td>67,399</td>
<td>516,713</td>
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<tr>
<td>Document delivery items acquired for our users</td>
<td>9,079</td>
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<tr>
<td>Learning Repository logins</td>
<td>120,687</td>
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<tr>
<td>Research Repository - full-text downloads</td>
<td>654,038</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enquiries</td>
<td>241,618</td>
<td>43,193</td>
<td>198,425</td>
</tr>
<tr>
<td>Ask a Librarian (electronic) enquiries</td>
<td></td>
<td>n/a</td>
<td>3,354</td>
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<tr>
<td>Liaison Librarian research-level enquiries</td>
<td></td>
<td>n/a</td>
<td>1,180</td>
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<tr>
<td>Classes</td>
<td>1,693</td>
<td>224</td>
<td>1,469</td>
</tr>
<tr>
<td>Classes - number of students attending</td>
<td>27,160</td>
<td>2,745</td>
<td>24,415</td>
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</table>

n/a = not available
Library statistics

Current statistical profile of the Library

<table>
<thead>
<tr>
<th></th>
<th>Vietnam</th>
<th>Melbourne</th>
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</thead>
<tbody>
<tr>
<td>Number of Library sites</td>
<td>2</td>
<td>5</td>
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<tr>
<td>Total floor space</td>
<td>1,883 sq mtrs</td>
<td>15,012 sq mtrs</td>
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<tr>
<td>Number of study seats</td>
<td>366</td>
<td>2018</td>
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<tr>
<td>Number of Group study rooms</td>
<td>7</td>
<td>40</td>
</tr>
<tr>
<td>Number of workstations</td>
<td>Apple iMacs 22 Windows desktops 55</td>
<td>Apple iMacs 26 Windows desktops 608 Notebooks 36 COWs 4</td>
</tr>
<tr>
<td>Number of staff</td>
<td>24.4 fte</td>
<td>152.83 fte</td>
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</table>

Current collection size

<table>
<thead>
<tr>
<th></th>
<th>TOTAL</th>
<th>Vietnam</th>
<th>Melbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Books &amp; AV</strong></td>
<td></td>
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<tr>
<td>E-books &amp; streamed video</td>
<td>160,425</td>
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<tr>
<td>Print books &amp; AV - titles</td>
<td>534,359</td>
<td>37,125</td>
<td>497,234</td>
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<td>Print books &amp; AV - items</td>
<td>651,175</td>
<td>59,178</td>
<td>591,997</td>
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<tr>
<td>(multiple copies/volumes)</td>
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<tr>
<td><strong>Serials (journals)</strong></td>
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<tr>
<td>Electronic journals - titles</td>
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<tr>
<td>Print journals - titles</td>
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<td>15</td>
<td>5,314</td>
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<tr>
<td><strong>Learning Repository</strong></td>
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<tr>
<td>Total records</td>
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<tr>
<td>Total objects</td>
<td>35,023</td>
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<tr>
<td><strong>Research Repository</strong></td>
<td></td>
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<tr>
<td>Total records</td>
<td>22,115</td>
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<tr>
<td>Total full-text</td>
<td>2,704</td>
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</table>

(as at 31 December 2013)