Introduction

In 2014 the University Library was once again a major contributor to learning, teaching and research at RMIT. The Library has a unique and highly valued place within the University. It is a ‘home away from home’ for many students, as well as the best source of reliable and scholarly information that supports learning, teaching and research.

Over the past few years the Library’s role has expanded significantly. This is due to the growing use of multimedia to support learning as well as our increasingly active role in organising both learning objects and research outputs. Library liaison work is growing in both breadth and depth through involvement in projects like Global Learning by Design and a number of grants and grant applications.

The Library (Australia and Vietnam) has put significant effort into adopting an institution-wide approach to service development and excellence. Through staff exchanges between Australia and Vietnam, shared planning and closer working ties we aim to ensure comparable library services are delivered anywhere within the organisation.

The growth and new directions of recent years form the basis for a sound future.

Craig Anderson, University Librarian.
Supporting Learning and Teaching

The University Library is a significant contributor to RMIT’s learning and teaching environment. Videos, interactive games, face to face classes and online objects all support students’ academic success. Library staff spend hundreds of hours per year working with teaching staff to develop and enrich the content provided to students. Joint projects with schools, partners and programs, such as Global Learning by Design, ensure that RMIT’s teaching and learning experience is rich and rewarding.

Online learning

Staff are often asked to run multiple research skills classes for hundreds of students. In response, the Library is increasingly turning to online instructional resources which can be embedded in Blackboard or accessed independently by students.

In 2014, How to Find Scholarly Resources, an online tutorial was created through a collaboration between Daniella Hutchings, Liaison Librarian for Vocational Business Education, and staff from the Business Academic Development Group. The tutorial highlights key videos, iSearch tutorials and Subject Guide material on finding scholarly resources.

Grant partnerships

The Library was invited to partner in the following grant applications in 2014:

» A School of Media and Communication grant-funded project titled ‘The Language of Design: Development and dissemination of a model and resources to support a lexicon for design’ was successful. The Liaison Librarian, Amy Saunders, is a member of the reference group for the project.

» The outcome of an Office of Learning & Teaching (OLT) Innovation and Development Grant proposal with the College of Business is pending. Deborah Wright, Liaison Manager for Business,

» was invited to join a group of academics in the application, titled ‘Badging Subject-Based Skills, Knowledge and Application: Reimagining acquisition and evidencing of learning outcomes’.

» A Learning and Teaching Investment Fund (LTIF) grant proposal with the School of Media and Communication to create a writing guide for design students, titled ‘Text and Form: Web-based academic writing resources for design students’ was not successful, however, the project has been submitted as a Global Learning by Design project for 2015.

» The Library initiated a proposal for an LTIF grant to collaborate with the
Partnerships with the School of Management and Singapore Institute of Management

The ability to research is an essential graduate capability. In 2014, the School of Management and the Library were awarded a joint Learning and Teaching Investment Fund (LTIF) grant for a project to increase students’ research skills. The project focused on two management courses that are delivered at RMIT Melbourne, the Singapore Institute of Management (SIM) and RMIT Vietnam.

The project employed the Research Skill Development Framework to develop a series of online library interventions linked directly to course assessment, and to then deliver these into the curricula via Blackboard.

The project examined whether students’ library research skills and course results were improved as a result of these interventions; evaluation is taking place in January 2015.

This grant also strengthened the partnership between the libraries at RMIT and at SIM as librarians collaborated to deliver a range of face-to-face research skill training sessions for RMIT students at SIM who were enrolled in the Introduction to Management and Leading for Change courses. These sessions mirrored the training and help available to students in Melbourne and Vietnam.

Global Learning by Design

Liaison Librarians from all three college teams were involved in the University’s Global Learning by Design Project, which is led by the Office of Dean, Learning and Teaching. The continuing project provides us with the opportunity to work with academics, educational developers, learning advisors, and Learning and Teaching staff. In this forum we are able to develop curricula that can be reused for the delivery of programs in multiple locations and through multiple channels.

The Design and Social Context (DSC) Liaison Librarians were involved in six projects in Semester 1 focused on early assessment, online learning and virtual work-integrated learning (WIL); a further four projects in Semester 2 focused on capstones, online studios and virtual WIL. Librarians were able to advise and assist teams with regard to the Learning Repository, open educational material, videostreaming, research skills guides and online training videos. They also developed targeted guides in the use of resources and worked with the Study and Learning Centre (SLC) on an online quiz.

The Science, Engineering and Health (SEH) liaison team supplied online learning resources for two Semester 1 projects: Virtual WIL in Health Science and the Flipped Classroom. In Semester 2, Irene Caleb participated in a virtual WIL project with the School of Applied Science, identifying potential course resources in several formats. SEH team members were also involved in other Semester 2 projects, offering input and feedback.

From the Business liaison team, Jenny Hurley was engaged in the Applied Industry Practice project for the Graduate School of Business and Law (GSBL). Jenny worked with SLC and Careers staff to create a combined resource for students to use in WIL, and provided advice to the developers about the online information resources best suited to supporting curriculum.

Jenny has also been involved in identifying key resources and legal research needs for the four courses being redesigned as part of the GSBL project ‘Deployment of the Postgraduate Online Pattern to the Juris Doctor Units’.
**P to E: from print to electronic**

An additional $5.6 million of capital monies were made available in 2014 to develop the Library’s electronic resource collection, specifically e-books. While the complete list is available in the Appendices, significant resources acquired include:

- Chinese medicine books from Ovid
- ScienceDirect, SIAM and SPIE e-book collections
- Springer eBook archive

A proportion of the money was spent duplicating print books with electronic copies. This emphasis on the electronic collection will improve the support we offer to RMIT programs delivered around the world.

**The Library is ‘e-Preferred’**

This means we will preference the purchase of an electronic copy of any requested book if it is available in that format. Print copies will be purchased when there are specific pedagogical reasons for obtaining the physical format.

**P to E and New Academic Street**

The print to electronic push will also help smooth any access issues on Melbourne City campus related to the New Academic Street (NAS) building works. During this period, substantial amounts of Swanston Library floorspace will be closed. Eighty per cent of print books and almost all the print journal collection from the Swanston Library will be moved offsite. These items will be available upon request, but physical browsing won’t be possible and there may be a 24 hour delay for retrieval. Of the material to be moved offsite, 15,000 equivalent e-book titles have been acquired.

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**The last ten years of e-resources**

Spending of the information resources budget, 2004 vs. 2014

<table>
<thead>
<tr>
<th>2004</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Journals</td>
<td>25%</td>
</tr>
<tr>
<td>e-Journals</td>
<td>16%</td>
</tr>
<tr>
<td>e-Resources</td>
<td>9%</td>
</tr>
</tbody>
</table>

*Operating budget directed towards e-journals.
**Capital budget directed towards e-journals and e-book packages.*
Licence audit for global access

As with most university libraries, our subscription costs are based on our total student numbers and/or number of campuses. Publishers are increasingly looking at additional charges according to an institution’s international campuses and students. An audit of electronic resource licences began in 2014 (report due in 2015) to establish the degree of financial risk for us.

e-Textbooks

At the Vietnam campus, the Library has been working with the Finance Department and the centres to determine the budgetary impact of moving from the current textbook rental scheme to an e-textbook distribution system. While budget implications seem significant, the campus has moved to testing distribution and access and a commercial law e-textbook will be trialled in 2015.

In Australia, the Campus Store has set up an agreement with VitalSource to enable students to purchase e-textbooks available through the VitalSource platform.

Multimedia

The suite of videos produced by the Library grew substantially in 2014, furthering our emphasis on e-learning and multimedia production.

Other videos produced by the Library and available within the iSearch tutorials:

- LibrarySearch: finding an item when you know the title
- Doing a topic search and finding the best results in LibrarySearch
- Interpreting LibrarySearch results
- Google versus Google Scholar

Videos produced in previous years continued to be popular on YouTube: ‘What’s a Library Database’ topped 28,000 views in 2014.
From left: Victoria Ho (Senior Lecturer), Rebecca Morris, Nguyen Ngoc Diep Anh, from Fashion Merchandising, and Tran Minh Hien from the Vietnam Library.

**Engagement**

Liaison staff spend regular periods of time working from their schools. This is a successful model that is extending to the Vietnam campus. By working directly in schools or centres we have the opportunity for point-of-need assistance and closer collaboration with academic staff.

This model has operated at the Melbourne campuses for some years and received very positive feedback from academic staff, although the initiative is under pressure from the diminishing availability of space in schools. Currently just over half the 19 Melbourne-based Liaison Librarians spend half a day per week in each of their schools.

Since 2014, two liaison staff at the Vietnam Library have been based in their centres for part of the week: Nguyen Trong Thi in the Centre of Technology and Tran Minh Hien in the office of the Fashion and Textiles Merchandising program.

Liaison Librarians continue to seek opportunities to embed research skills into curricula, and they have placed particular emphasis on enhancing online learning through the development of video-based instruction.

In 2014 Liaison staff also worked on developing more strategic relationships with schools, through, for example, participation in school Learning and Teaching Committees, College Academic Development Groups and the Academic Portfolio’s e-learning meetings.

**Engagement through University committees**

The Library at the Learning and Teaching Expo

The Library mounted two displays at the EdTech@RMIT session of the 2014 Learning and Teaching Expo (Australia). The first Library display highlighted the VitalSource Bookshelf e-textbook platform, while the second featured the Library’s video streaming resources. A steady stream of interested Expo attendees approached to discuss various resources with Library staff.

**Inclusive teaching group**

All colleges participated in this group led by the Office of Dean, Learning and Teaching. Gary Pearce, the Liaison Manager for the DSC College, and June Frost, Liaison Librarian for the School of Education, were the Library’s representatives. The group used the LibGuide platform to draw together resources for supporting inclusive teaching practice within the University.

**Jobs on Campus**

Jobs on Campus assists University units employ RMIT students by providing recruitment support. Furthermore, research indicates that students who work at their home institution have improved learning and graduate employment outcomes. Charles Barnett represents the Library on this group and his role is to contribute ideas, identify employer needs and promote the service to Library managers.
Accreditations
The Library contributed to six professional accreditations for RMIT programs: Human Resource Management, Chinese Medicine, Chiropractic, Dental Hygiene, Engineering and Nursing.

Annual Book Fair
The popular RMIT Vietnam Book Fair was held again at the Saigon South campus in April. Approximately 1,500 students and staff attended the event, purchasing books for themselves and recommending purchases for the Library. The event also included a number of competitions and the Library gave away prizes of 30 book vouchers and six online English courses to the winners.

Library Guides getting worldwide attention
The ‘Applied Sciences: information research methods’ guide was featured as one of three international examples of good practice in online information literacy tutorials.


New webpage for academics and teachers
The Library has launched a revised version of the academics and teachers webpage. The page includes information on:
» developing a course
» delivering a course
» developing students
» professional development.
Supporting Research

The University Library is a vital partner in supporting research and promulgating RMIT’s research endeavours. Research support takes the form of the wide variety of resources acquired as well as informing staff of how to optimise their research impact. The Research Repository is the most effective tool RMIT research staff have to increase impact and increase citations.

Collections of Excellence

The Library is working with the colleges and the Research and Innovation portfolio to identify major research areas where the Library could increase its support by developing a collection of excellence. We intend that these collections will eventually be among the best of their discipline in the country and will provide a sound basis for research.

The research areas will be drawn from: health sciences (Chinese medicine has been identified), textile technology, urban planning, architecture and design, and sustainable design.

Development work undertaken in 2014 includes identifying and refining areas, assessing existing collections, and benchmarking against other key library collections.

Choosing where to publish

A new On Track workshop for higher degree by research students and supervisors was introduced in 2014. The session, ‘Choosing Where to Publish Using Library Tools’, was also offered in schools and was supported by the new Library Guide on the subject.

Workshop feedback

“Nearly everything in this workshop was new to me. I’ve used the skills I learned to re-examine the journals I was thinking of publishing in. As a result, I’ve changed focus.”

Create a buzz with your research

The Library’s Research Impact guide has more information about ways to maximize your impact.
Research Repository and RMIT Vietnam

While visiting Vietnam in July, Research Repository Coordinator, Keely Chapman met with Associate Professor Bob Baulch, who is the Vietnam Research Coordinator. Keely also presented information on the RMIT Research Repository to Library staff and researchers at the Saigon South campus.

Supporting research at RMIT Vietnam

The major focus of Library staff exchange visits in 2014 was the Library’s contribution to developing the research culture at RMIT Vietnam. During the visits of Tran Minh Hien, Amy Saunders and Robyn Phillips, Vietnam and Melbourne liaison staff collaborated on developing expertise and identifying useful approaches in this area. In Vietnam, the exchanges included workshops, group discussions and mentoring for Library staff on research support and building relationships with academic staff. Vietnam and Melbourne librarians undertook joint research consultations with academics and jointly delivered research methods workshops for academic staff and researchers.

Research Repository implements altmetrics data

The Research Repository enabled alternative metrics, or altmetrics, for the first time in 2014. With altmetrics we can track and collect mentions of RMIT research on social media or the open web, including Twitter, Facebook, blogs and online newspapers.

Altmetrics add to the variety of available indicators of the impact and influence of a research output. They offer researchers who do not publish in academic journals, or who work in disciplines that are not associated with the accumulation of citations in academic resources, an alternative means of demonstrating the reach and significance of their work. Altmetrics can also be used to complement traditional measures of impact.

Using www.altmetrics.com, this additional measure of impact has been enabled for repository records with a publisher-assigned Digital Object Identifier (DOI).
Improving the Student Experience

The University Library is a major contributor to the student experience at RMIT. The physical library on any campus is typically the most common student destination and has a significant influence on a student’s perception of the University. In parallel, the online presence of the Library increasingly supports students to find the resources they require.

Client Satisfaction surveys

The Insync Library client satisfaction survey was conducted for the Melbourne campuses in 2013 and reported in the 2013 annual report. The Vietnam Library undertook the survey in July, 2014. From 2015 onwards, we intend to run the survey in the same calendar year. The survey asked users to rate the Library’s services against their expectations and to suggest improvements. We received 1396 responses from students and staff at the Vietnam campus, a strong response rate which suggests that the results represent the views of the general campus population.

What was rated most important?
» The approachability, fairness and expertise of Library staff.
» The study environment and finding a quiet place to study in the Library.
Library orientation activity

In 2014 the Library trialled a new approach to orientation for our Melbourne campuses. The Library Communications and Marketing team, with help from a game designer, created a short online game called Library Quest. The game, which was styled in the tradition of 1980s computer games, was heavily marketed to new and returning students. All students who completed the game went into the draw to win one of two iPads.

Library Quest was designed with a careful emphasis on the most important learning outcomes for students. We contextualised tools and services according to student needs, and included only the most important information so as not to overwhelm students.

This approach contributes to the University’s emphasis on extending Orientation offerings throughout the semester in order to improve student retention. In the narrative context of the game, players trialled LibrarySearch, watched our videos explaining key library concepts, and were introduced to the best ways to get help from the Library.

Results

Between 17 February and 28 April, 2,470 RMIT students completed Library Quest. This more than doubled the total numbers completing Library orientation activities in 2013.

In their feedback, students reported that Library Quest created a positive association for them with the Library, improved their confidence about using Library resources, alleviated their fears about assignments and was highly valued as a learning tool.

Student feedback on Library Quest

“It was informative and fun. It makes me less anxious about starting next week.”

“Hilarious. The zombie theme last year was great but this text adventure style is even better. I learnt something too!”

“Enjoyable and useful. Loved the humour... I am a mature student returning to study and found it very welcoming.”

“This has to be the most interesting way I have been given instructions on how to use a library... actually on almost any subject.”

“It was awesome! I’d probably be a bit embarrassed to ask really simple questions in the Library but I feel like I know the answers to the main things.... I’ll definitely feel more confident in the Library - plus I’m now an intergalactic adventurer.”
Ask a Librarian chat trial in Vietnam

Towards the end of 2014, the Vietnam Library began a trial of a chat service, which will extend into 2015. The trial is part of the global service integration approach which featured in the 2014 Library Plan. Providing a chat service at the Vietnam Library is the first stage of investigating a single ‘distributed service provision’ model which would utilise expertise across the Library network. Further development of this model is associated with the possibility of a shared library management system and the ability to develop staff expertise across different campuses.

The Ask a Librarian chat service trial is available from the research support webpage and is prominently linked to from the Library homepage.

Website redesign for Vietnam Library

In October, Vietnam campus users were provided with a new Library web interface for searching for information. The Library’s webpages were redesigned and integrated with the RMIT Vietnam website to provide easy access to both print and electronic resources. The team working on the redesign was led at the Vietnam Library by Nguyen Ngoc Doan Trang with support from Ousmane Diallo of IT Services in Vietnam and Iza Bartosiewicz, the Library’s Website Coordinator in Melbourne.

Online instruction and iSearch

The Library advanced significantly in its provision of online instruction in 2014. Library staff worked on a number of projects to create online learning resources for students that can be delivered in multiple ways: in class, through the Library website, and through Blackboard or Google Sites. One such project was the renovation of the iSearch research skills tutorial. Originally launched in 2011, iSearch was given a new and streamlined look, new structure and navigation, and was also enhanced by multiple online videos, learning activities and quizzes to help RMIT students develop their research skills.

Chat on the rise

In Australia, 2014 saw an increase of almost 20 per cent in Ask a Librarian chat questions, while the number of questions received via email dropped four per cent.
Supporting students with disabilities

The Disability Resources Centre (DRC) was established to support students with disabilities at the Vietnam campus. It is a partnership of the Disability and Learning Advisor and Vietnam Library staff. Consultations and assistance services are provided through the Centre, including the provision of alternatively formatted materials. The DRC collaborated with the Digitisation Unit of the University Library in a pilot project. This project was to establish workflow processes between Vietnam and Melbourne campuses to process copyright compliant, alternatively formatted books. It is planned that the collection will be hosted in the Learning Repository for access by all authenticated RMIT students with a print disability.

Another communication channel

The Vietnam Library launched its Facebook page in June. Weekly orientation games for the beginning of the June trimester started off the active presence which was followed with weekly news, reviews, and alerts about services.

The next generation of students

Vietnamese high school students preparing for university study attended an information and training session at the Vietnam Library in June as part of the ‘University Transition Course’. The Vietnam Library collaborated with Marketing and the Learning Skills Unit to introduce students to university life.
Developing People

Over the past ten years the library environment has been rapidly changing and continues to evolve. In order to provide the best services and resources possible, RMIT University Library provides comprehensive support and development for staff to grow and adapt to a changing professional world.

Cross-institution mentoring program

The Library participated in a mentoring program in 2014 along with seven other Victorian university libraries as well as the State Library and CAVAL. Nine staff from RMIT participated: four mentees and five mentors were paired with library staff from other institutions. This second year of the mentoring program was run over six months and included initial training in the mentor/mentee role, mentoring sessions and three networking events. In focus groups held at the end of the program, participants spoke highly of the value of gaining mutual support in a challenging and changing environment; improving understanding of the political climate; and improving levels of confidence.

Peer Partnership program

The Library participated in the University’s Peer Partnership program, in which three librarians partnered with three teachers from the Study and Learning Centre to provide feedback on teaching practice. We plan to broaden the program in 2015 to include areas such as service delivery, online learning and lesson planning.

Working globally

Hoang Tuyet Anh, the Library manager at the Vietnam Library, visited Melbourne in July to participate in the face-to-face component of the Library’s annual planning sessions. The quarterly reporting sessions on the activities in the 2014 Library Plan were held as video conference meetings, with mixed success. The liaison teams are investigating other mechanisms for regular communication between staff working at different campuses.

The buddy system between Melbourne and Vietnam Library staff was extended in 2014 to involve a total of 13 staff. The buddy arrangement offers staff members a friendly contact who is engaged in similar work; buddies are encouraged to discuss ideas and share experiences.

As part of the Library’s e-learning activities, Annie Yee has been leading a project to test online inservice training for Library staff using webinar software. Annie delivered two trial sessions to Library staff in Melbourne and at the Singapore Institute of Management (SIM). The online database training session for SIM Library staff had eight participants and used Blackboard Collaborate.

From 26 February to 17 April, the Library hosted Ho Thi Ngoc Han, Information Resources Manager at the Hue University Learning Resource Center. Han, who came to us on an Endeavour Executive Award, met with staff across the Library and received training in Resource Description and Access (RDA). She also visited a number of other libraries including the State Library of Victoria, Monash University Library and Wyndham Public Library.

Vietnam/Melbourne work exchanges

Staff from the Vietnam Library and the University Library (Australia) participated in professional development exchanges in 2014. Information Resources Coordinator, Nguyen Tran Minh Chau, and Subject
Librarian, Tran Minh Hien, visited Melbourne in September. Chau investigated the principles of systems selection and had an in-depth look at the Alma library management system, while Hien spent time with Liaison Librarians, the Library Communications and Marketing team, and at the Brunswick Library to learn more about his liaison area.

Liaison Librarians, Robyn Phillips and Amy Saunders, spent two weeks at the Beanland Library and Hanoi Library respectively. These visits focused on developing the Library’s contribution to the development of the research culture at RMIT Vietnam, and jointly delivering sessions for academics.

Reference competencies

Reference teams, both onsite and online (through Ask a Librarian), developed competency documents and self-assessment tools in 2014, to ensure we provide the best quality service to our users. The second phase of the project will identify training opportunities and will develop new training and assessment tools. We aim to integrate online training and assessment opportunities into the competency documents. These can then be used as self-paced learning tools by reference staff in Melbourne and Vietnam.

Work experience students

The Library invested approximately 75 days supporting Information Management students during their work experience placements. Nine students worked with us in 2014, including five masters students from RMIT, one from Charles Sturt University, and three diploma students from Swinburne University.

LATN (Libraries of the Australian Technology Network)

Gamification webinar

Annie Yee was on the organising committee for this webinar and presented on how games are used for student orientation, and for staff inservice training by the Library.

The future of technical services

Mac Horn, Evelyn Shenker and Richard McCart presented at the LATN meeting ‘The future of technical services in Australian libraries’. The meeting was attended by all LATN members, including Auckland University of Technology and Nanyang Technological University.
Improving Infrastructure

The physical and online environments we provide for our students and researchers provide the basis for the services we provide. In 2014 there were several improvements to our online environment, and much effort was invested in the early stages of the New Academic Street (NAS) project which includes the refurbishment of the Swanston Library. The NAS project will significantly improve student satisfaction and learning outcomes.

BookIt

The new software for booking Library student rooms and computers at the Melbourne campuses went live in time for Semester 1, 2014. The improved functionality ensures that the availability of limited resources (study rooms and computers) is managed more equitably. BookIt is also used beyond the Library for students booking other University facilities.

New Academic Street (NAS)

“The New Academic Street will transform the student experience on the city campus.”

A great deal of planning and preparation for the NAS took place in 2014. For three months, the University Librarian took on the role of the Academic portfolio’s NAS coordinator to focus on initial development work, and he continued to lead this project on his return to the Library.

NAS preparations within the Library included collection analysis to determine which materials must be retained in the reduced space available during renovations in the Swanston Library. The NAS website is being kept up to date with news and developments about the project.

Think Print

The University’s global printing, copying and scanning solution was installed across Library sites at all Melbourne campuses in time for the start of the academic year. ‘RMIT Global’ had operated successfully across the Melbourne campuses for 12 months prior to being rolled out to the Library. It was therefore a highly anticipated (and painless) transition.
## Current statistical profile of the Library

*(At 31 December 2014)*

<table>
<thead>
<tr>
<th></th>
<th>Vietnam</th>
<th>Melbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Library sites</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Total floor space</td>
<td>1,883 square metres</td>
<td>15,012 square metres</td>
</tr>
<tr>
<td>Number of study seats</td>
<td>366</td>
<td>2012</td>
</tr>
<tr>
<td>Number of group study rooms</td>
<td>7</td>
<td>33</td>
</tr>
<tr>
<td>Number of workstations</td>
<td>Apple iMacs 22 Windows desktops 55</td>
<td>Apple iMacs 29 Windows desktops 583 Notebooks 6 COWs 4</td>
</tr>
<tr>
<td>Number of staff</td>
<td>24.4 FTE</td>
<td>150.5 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>Books and AV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e-Books and streamed video</td>
<td>263,639</td>
<td>_</td>
<td>_</td>
</tr>
<tr>
<td>Print books and AV: titles</td>
<td>548,995</td>
<td>40,862</td>
<td>508,133</td>
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<td>Print books and AV: items</td>
<td>670,352</td>
<td>64,569</td>
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</tr>
<tr>
<td>(multiple copies/volumes)</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Serials (journals)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic journals - titles</td>
<td>70,659</td>
<td>_</td>
<td>_</td>
</tr>
<tr>
<td>Print journals - titles</td>
<td>6,857</td>
<td>18</td>
<td>6,839</td>
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<tr>
<td>Learning Repository</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total records</td>
<td>59,312</td>
<td>_</td>
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</tr>
<tr>
<td>Total objects</td>
<td>58,940</td>
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<tr>
<td>Research Repository</td>
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<td></td>
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<tr>
<td>Total records</td>
<td>24,723</td>
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<tr>
<td>Total full-text</td>
<td>3321</td>
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## Activity in 2014

### Collections

<table>
<thead>
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<th></th>
<th>TOTAL</th>
<th>Vietnam</th>
<th>Melbourne</th>
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<tbody>
<tr>
<td>Spending on information resources</td>
<td>—</td>
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<td>$13,650,000¹</td>
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#### Books and AV

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<th></th>
<th>TOTAL</th>
<th>Vietnam</th>
<th>Melbourne</th>
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</thead>
<tbody>
<tr>
<td>New e-book titles (includes streaming video)</td>
<td>25,537</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>New physical titles</td>
<td>36,953</td>
<td>4,339</td>
<td>32,614</td>
</tr>
<tr>
<td>New physical items (multiple copies/volumes)</td>
<td>39,062</td>
<td>5,426</td>
<td>33,636</td>
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#### Serials (journals etc)

<table>
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<tr>
<th></th>
<th>TOTAL</th>
<th>Vietnam</th>
<th>Melbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td>New electronic titles</td>
<td>-10,185</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>New print titles</td>
<td>544</td>
<td>3</td>
<td>541</td>
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#### Learning Repository

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<th>Melbourne</th>
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<tr>
<td>Records added</td>
<td>39,721</td>
<td>—</td>
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</tbody>
</table>

#### Research Repository

<table>
<thead>
<tr>
<th></th>
<th>TOTAL</th>
<th>Vietnam</th>
<th>Melbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records added</td>
<td>2,607</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Full-text objects added</td>
<td>617</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

n/a = not available

¹ This includes the additional $5.6 million print to electronic monies

### Service and access

<table>
<thead>
<tr>
<th></th>
<th>TOTAL</th>
<th>Vietnam</th>
<th>Melbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: page views</td>
<td>—</td>
<td>n/a</td>
<td>1,961,144</td>
</tr>
<tr>
<td>Doorcounts</td>
<td>2,723,226</td>
<td>547,589</td>
<td>2,175,637</td>
</tr>
<tr>
<td>EZproxy visits (accessing e-resources)</td>
<td>1,759,036</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Loans (including renewals)</td>
<td>867,103</td>
<td>99,838</td>
<td>767,265</td>
</tr>
<tr>
<td>Document delivery items acquired for our users</td>
<td>10,155</td>
<td>129 (across VN-library sites)</td>
<td>10,026</td>
</tr>
<tr>
<td>Learning Repository : logins</td>
<td>112,152</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Research Repository : full-text downloads</td>
<td>788,190</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Enquiries: total</td>
<td>246,430</td>
<td>47,810</td>
<td>198,620</td>
</tr>
<tr>
<td>Ask a Librarian (electronic) enquires</td>
<td>3,677</td>
<td>20²</td>
<td>3,657</td>
</tr>
<tr>
<td>Liaison Librarian research-level enquiries</td>
<td>1,373</td>
<td>17</td>
<td>1,356</td>
</tr>
<tr>
<td>Classes</td>
<td>1,619</td>
<td>334</td>
<td>1,285</td>
</tr>
<tr>
<td>Classes: students attending</td>
<td>26,180</td>
<td>2,614</td>
<td>23,566</td>
</tr>
</tbody>
</table>

² A report fault resulted in substantially under-reported logins for several months

³ AaL service went live in Vietnam 17 Nov 2014
Staff arrivals and departures

The Library welcomed 10 new staff in 2014:
Ronald Collins to work in Library Resources
Adam Cooper to work in the Bundoora Library
Samuel Gibbard to work in Library Resources & Access
Peter Gravestock to work at Swanston Library
William James to work at Swanston Library
Evangelia Kopelis to work at Swanston Library
Nguyen Thi Huyen Trang to work in the Information Services team at Saigon South.
Amelia Rowe to work in Library Resources and Access
Mario Sos to work at Bundoora Library
Tran Tuan Anh to work in the Information Services team at Saigon South.

And we farewelled 14 staff:
Lucas Boswell
Susan Bray
Rosa Crocitti
Michael Fawaz
William James
Ebe Kartus
Eliza Kasprowicz
John Lawrence
Tien (Thi) Lawrence
Naomi Lyons
Lesa Maclean
Pham Dang Quynh Nhu
Gwen Scott
Bernadene Sward

Major electronic resources purchased in 2014

e-Book Collections
» ACS ebooks Symposium series (2011-2014)
» Birkhauser Architecture (deGruyter) 2013-2014
» CCH Online Books 2013
» CCH Online Books 2014
» Chinese Medicine Books (Ovid)
» Encyclopedia of Automotive Engineering (Wiley)
» Handbook of Biomimetics and Bioinspiration
» IET ebook collection 1979-2014
» IGI e-book Upgrade 2013
» IGI e-book Upgrade 2014
» IOP eBooks 2014
» IOP eBooks 2015
» MIT Press ebooks - Computer and Engineering Collection
» Momentum Press Digital Library
» OnArchitecture
» Palgrave Connect Frontfile
» Proquest Art & Architecture Archive
» RSC eBooks 2015
» ScienceDirect Biochemistry, Genetics and Molecular Biology
» ScienceDirect Chemical Engineering
» ScienceDirect Chemistry
» ScienceDirect Computer Science
» ScienceDirect Energy
» ScienceDirect Engineering
» ScienceDirect Environmental Science
» ScienceDirect Immunology and Microbiology
» ScienceDirect Materials Science
» ScienceDirect Pharmacology, Toxicology and Pharmaceutical Science
» ScienceDirect Psychology

» Synthesis Digital Library, Collection 6
» SIAM eBooks 2013
» SIAM eBooks 2014
» SPIE eBooks 2014
» SPIE eBooks 2015
» Springer eBook Archive
» WO eBooks 2013+2014
» Wiley Encyclopedia of Composites, 2nd ed

Streaming Video Collections
» Asian Film vol. 1 (Alexander Street Press)
» Asian Film vol. 2 (Alexander Street Press)
» Australasian Literature Online (Alexander Street Press)
» Counselling and Psychotherapy Transcripts Vol. 2 (Alexander Street Press)
» Counselling and Therapy in Video Vol. 3 (Alexander Street Press)
» Environmental Studies in Video (Alexander Street Press)
» Ethnographic Video Vol. 1 (Alexander Street Press)
» Ethnographic Video Vol. 2 (Alexander Street Press)
» Ethnographic Video Vol. 3 (Alexander Street Press)
» Fashion Video Library (Alexander Street Press)
» Psychological Experiments Online (Alexander Street Press Online)
» Statistics and Probability Tutor (Kanopy)
» Video Journal 2014 Update (Alexander Street Press)
Database Resources

- AMIRSYS Imaging and Pathology Reference Centres Update
- BI Consumer Archive (MarketLine)
- Case Studies Archive 2012-2014 (MarketLine)
- DSM Legacy Collection
- IBISWorld Special Industry Reports
- IMF Library
- MarinLit (RSC)
- SAE Technical Papers Backfiles
- Smart Grid Research Documents

Visits by RMIT University Library

- 3 February: staff from Christchurch Polytechnic Institute of Technology visited to discuss Equella implementation in the Learning Repository.
- 26 February-17 April: the Library hosted an Endeavour Executive Award holder, Ho Thi Ngoc Han, from Hue University Learning Resource Center.
- 9 April: visit by Nongluck Thiengtham, from the University Library at Kasetsart University (Thailand), who was on an Endeavour Executive Fellowship at the University of Melbourne.
- 17 April: Wendy Pirie, Head of Academic and Learner Services in the Information Services Directorate at Heriot Watt University.
- 1 August: Kerry Peterson from Charles Sturt University visited to discuss Equella implementation.
- 8 August: Federation University Australia visited to discuss Equella implementation.
- 21 August: Simon Huggard from LaTrobe University Library and Thornton Staples from the Smithsonian Institution visited to discuss research data management.
- 11 September: Australian Catholic University visited to discuss Equella implementation in the Learning Repository, especially eReserve.
- 16 September: Deakin University visited to discuss Equella implementation.
- 24 September: an information session and tours were provided to approximately 45 Charles Sturt LIS masters students.
- 13 November: Karen Stone, Manager Description Services at the State Library of Queensland and other library staff visited to discuss Alma implementation.
- 19 November: three librarians from the International Islamic University Malaysia Library - Yusrina Abu Bakar, Head, Quality & Corporate Communication Section; Siti Nor Md Idris, Liaison Librarian for the Faculty of Islamic Revealed Knowledge and Human Sciences; Mohd Azizul Hakim bin Mohamad Idris, Assistant Information System Officer - visited to discuss library services.
- 25 November: Karen Tang, Associate Director Corporate Service at Curtin University Library.

Visits hosted by RMIT University Library

- 26 February: Visits hosted by RMIT University Library
  - Wendy Frerichs visited RMIT Vietnam (SGS 16-19 March and Hanoi 19-22 March) as part of the LTIF project with the School of Management to conduct student focus groups and a workshop for academic and library staff.
  - Keely Chapman visited RMIT Vietnam (SGS only) on 29 July to present on the RMIT Research Repository to researchers and Library staff, and to meet with Associate Professor Bob Baulch, Vietnam Research Coordinator.
  - Nguyen Tran Minh Chau and Tran Minh Hien visited RMIT Australia for two weeks to work with colleagues in the Library on 8-19 September. Robyn Phillips and Amy Saunders undertook a two-week visit to the Vietnam campus (SGS and Hanoi respectively) from 25 October to 8 November.
  - Deborah Wright visited RMIT Vietnam (13-15 October) and Singapore Institution of Management (15-17 October) as part of the LTIF project with the School of Management.
  - Lynn Murdoch and Deborah Wright travelled to Jakarta 8-9 December to visit RMIT Foundation Studies Jakarta and the Universitas Pelita Harapan (UPH), and present an information session to UPH School of Business staff.
  - On December 11-12, Lynn Murdoch and Heather Ross visited the Kaplan Higher Education Academy, the National Library of Singapore and the Nanyang Technological University Library.

Activity in professional organisations

Academic Business Librarians' group

Members of the group were: Deborah Wright, Jennifer Hurley, Pauline King, Wendy Frerichs, Annie Yee, Patricia Darwish, Daniel Giddens, Cheryl Tinney and Daniella Hutchings.

ALIA: Australian Library and Information Association (Vic) group

Melissa Parent was chair of this group in 2014.

ALIA Library Technicians (Vic) group

Patricia Murray served as a committee member.

ALIA Reference and Information Services (Vic) group

Wendy Frerichs and Daniel Giddens represented the Library as committee members.

Australian Committee on Cataloguing

Ebe Kartus continued as an ALIA representative on this committee and Melissa Parent took up one of the three ALIA representative positions.
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.

CAVAL
Craig Anderson is a member of the CAVAL Board and the chair of the CARM Shared Collection Advisory Committee. Gary Pearce is the RMIT representative on the CAVAL Reference Interest Group. Beth Price is a member of the CAVAL Reciprocal Borrowing Advisory Committee. Julia Leong represents the Library on the CAVAL Human Resources Interest Group. Domenic Iannello chairs the CAVAL Digital Interest Group.

Engineering Liaison Librarians
RMIT University Library hosted the meeting of the Melbourne-based Engineering Liaison Librarians.

Ex Libris user group
Stephen Gillespie and Richard McCart attended the IGELU Meeting and Systems Seminar in 2014. Ebe Kartus continued as a member of the IGELU Voyager Product Working group.

LATN
The Library is a member of the Libraries of the Australian Technology Network and was represented by Craig Anderson. The Library had representatives on a number of LATN online communities.

OCLC
Craig Anderson is on the OCLC Online Computer Library Center Inc. Asia Pacific Regional Council (APRC), APRC Executive Committee Members (Term: 1 July 2013 – 30 June 2016).

Vic/Tas Research Support Community
Keely Chapman and Heather Ross represented the University Library on this group.

Victorian Academic Law Libraries
Jennifer Hurley was a member of this group.

Victorian Association of TAFE Libraries
Annette Sullivan represented the Library at VATL. Krystyna Derwinska is a member of the VATL Cataloguing, Acquisitions, Serials and Systems Group.

Victorian University Librarians Meetings
Craig Anderson attended meetings of this group. Stephen Gillespie and Deirdre Gillespie participated in the Victorian Deputy University Librarians group, and Stephen was also involved with the Victorian Planning and Quality Group.

Staff publications

Articles and conference papers


Reviews
Library staff continue to contribute to the professional community: eight staff contributed 35 book reviews to professional library journals in 2014. These staff were Patricia Darwish, Miranda Francis, Wendy Frerichs, Daniel Giddens, Julia Leong, Doreen Sullivan, Cheryl Tinney and Annie Yee.

Business on Swanston Street, the College of Business staff newsletter, asked Library staff to provide reviews of recently acquired business texts that may be of interest to its readership. In 2014, seven Library staff (Patricia Darwish, Daniel Giddens, Jennifer Hurley, Daniella Hutchings, Jenny Loft, Deborah Wright, Annie Yee) contributed reviews of 15 books.