

# Action Plan 2007

## 3.1 Supporting teaching and learning

### 3.1.1 Improving access to Scholarly information resources

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Improving access to electronic resources	Replacement Link Resolver. Single record for all electronic versions of a journal	Sharron Zoudar  Fiona Thompson	February  February	Completed - ArticleLinker commissioned Jan 2007.  Completed – monthly updates in production Feb 2007
	Blocks on shelves for electronic titles	Sharron	June	Source to be identified. To be acquired in 2008
b. Increasing the range of titles	Benchmarking of Library's holdings in specific disciplines with similar Universities at time review program level.	MALS	Mid June	Seven programs benchmarked for details see F drive action plan 2007 reports/ action plan 2007 Progress notes
c. Improving discovery tools including utilising student and staff portals	RSS feeds for both portals.	Martyn George	April	Library requirements for phase one of the staff portal have been deployed.
	Investigate federated searching and alternatives	Stephen	December	Issues paper prepared for Sagulsa. Libraries are proceeding independently
d. Embedding resources into portals.	High demand collection into student portal	Martyn	March	High Demand Collection web service was developed and has been embedded within the portal.
e. Reviewing the nature and location of physical collections	Review reference at ML	Christine Cother	April	Completed
	AV integration at ML	Pauline Bradford	May	Completed
	Review and reclassify Sociology .	Sharron	Dec	Deferred until 2008
	Review monographic series and classification	Wynton Heading		Completed for City East
	Shelving/Weeding plan. Journal stocktake.	Mandy Furlan	June one by Dec	City West collection reorganised. Art collection consolidated on one floor. Law collection housed
	Review policies around URRSA access.	Helen Livingston	July	Draft discussion paper prepared by Document Delivery Group
	Review of binding/repair. TRC (posters etc.) Stocktake.	Sharron / Christine	July	Books included as part of binding allocation. Allocation increased and expended. TRC weeding commenced late 2007. Future of stocktake to be determined

3.1.2 Contribute to the acquisition of graduate qualities

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Assisting in embedding information literacy (IL) into curricula	75% First assignments (one per program) have information literacy interventions.	MALS	End of study period 2	Completed for details see F drive action plan 2007 reports/ action plan 2007 Progress notes
b. Audit IL interventions in programs with significant cohorts TAFE articulants and evaluate their efficacy	IL interventions for TAFE articulants evaluated and report and recommendations written	MALS / Irene Dorskatsch	End of study period 3	Completed for details see F drive action plan 2007 reports/ action plan 2007 Progress notes
c. Audit IL interventions in second year courses and propose sustainable strategies	Sustainable strategies for IL interventions in second year courses	MALS / Irene	End of study period 3	Final report on F drive action plan 2007 reports An audit of each ALS team's information literacy interventions in 2nd year courses/programs has been undertaken to provide a snapshot of 2007 activities. The audit focussed on the types of interventions, the rationale, including divisional initiatives and trends, and the efficiency of interventions. The developmental aspects of information literacy interventions for undergraduates from 1 <sup>st</sup> year to 2 <sup>nd</sup> year were explored. A literature review and benchmarking exercise with LATN were undertaken to gain more information and assist in the proposal of sustainable strategies.
d. Reviewing balance of face to face/online IL interventions and develop guidelines	Guidelines for when it is appropriate to deliver f2f training and when an online only resource is appropriate	MALS / Irene	End of study period 4	Final report on F drive action plan 2007 reports The cluster group consisting of an Academic Librarian from each ALS team: <ul style="list-style-type: none"> <li>reviewed current balance of interventions within each Division and obtained a Library wide overview for 2007</li> <li>undertook a literature review regarding balance of face to face/online interventions at other institutions developed guidelines for sustainable &amp; pedagogically sound strategies which allow for flexibility to reflect the diverse teaching and learning environments</li> </ul>
e. Evaluate online resources to assist students develop IL skills	Online assignment resources evaluated and report and recommendations written Revised Infogate launched and evaluation strategies determined	MALS / Irene Margaret Goedhart et al	End of study period 3 End of study period 2	Final report on F drive action plan 2007 reports Benchmarked against other SA and Interstate universities for similar evaluation activities. Undertook a literature review to ascertain evaluation trends. Identified evaluation strategies undertaken by each ALS

				<p>teams. A report outlining the current state of play, barriers to evaluation, and recommendations for a sustainable evaluation process across the divisions was prepared.</p> <p>InfoGate launched and evaluations strategies determined. Some evaluation has been completed</p>
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### 3.1.3 Provide improved range learning resources for courses

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Improving processes around the provision of online readings	<p>Study period 2 course reading available online</p> <p>Quarterly summary of activity reports provided</p>	<p>Kate Sergeant</p> <p>Kate Sergeant</p>	April	<p>96% of Readers completed and available online by mid May. Most study period 5 readings available by week 3</p> <p>Summary reports provided to Copyright Committee</p>
b. Accessing more reading lists sooner	<p>Existing barriers determined</p> <p>Data collected on readings received by course</p> <p>Recommendations on improvement strategies made</p> <p>Helen to meet with PVC</p>	Irene	June	<p>Completed for details see F drive Academic and Access Services/Meetings/2007 meetings/June</p> <p>Existing barriers determined</p> <p>Data collected on reading lists</p> <p>Summary report with recommendations on improvement strategies sent to Director Library Services 3/7/07</p> <p>Report to Pro Vice Chancellor Academic Prof Lee from Director Library Services sent 9/10/07</p>
c. Increase proportion of materials held in Library at time of request -including increased online access	CAUL materials availability study conducted. Items made available to meet target of 90% of requested materials held and 75% availability	Stephen	Sept	<p>Study conducted. Overall availability (success at time of request) of 85%</p> <p>Process to acquire material requested on ILL loan developed – trial May 2007 extended to become normal practice. 479 items ordered for 335 supplied. Fill rate of 70%</p>
d. Stable and supported access to high demand collection	Online readings migrated from image server to secure stable platform (ARROW)	Jenny Quilliam	Dec	Completed

### 3.1.4 Improve physical learning environment

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
Services and facilities reorganised, replaced or relocated	Reengineer Level 1 at Mawson Lakes	Pauline / Wynton	June	ML level 1 reorganised to increase student amenity. Food and drink vending machines relocated. Casual seating provided Minor capital works completed at City West. Additional group study seating provided. Additional tables provided for students. Relocation of Access and Academic Teams to free up study space for students delayed by intervention of Executive Director, Finance Completed.
	City West foyer refurbishment completed	Anthony Stevens / Julie Hockey		
	Increase in group work areas at Magill	Karen Ayles		
	Replacement of carrels at Magill	Karen Ayles		

3.1.5 Build a law collection and plan for services

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES	
a. Develop and implement plans to create access to relevant information resources and services for new Law program	Resource for 2008 acquired and services for 2008 scoped and costed	Julie / Jenny	Dec (collection) & August/Sept services	Order profiles set up with Bennetts. Subscription orders placed. Law bibliography report created. All special funding expended Staff trained.	
	Space for law collection available	Mandy / Anthony			Achieved
	Adopt law specific classification system	Jenny			Moys Decimal adopted

3.1.6 Contribute to the "first six weeks"

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Implement new approach to the orientation process and evaluate.	Produce recommendations for 2008	Bronte Cerny / Anthony	End of study 2	Report describing activities written and submitted to LOG. Action plan for 2008 developed. Bronte and Anthony representing Library on Sub Committee of SSAG.
b. Evaluate implications of the Magill mentor scheme for the Library	Produce recommendations for 2008	Ann Luzeckyj	End of study 2	Report sent to LOG
c. Academic and Access library staff have a greater understanding of the school /university and TAFE/university	Seminar on educational transitions	Irene	Sept	Second biannual Library/Learning Connection meeting had presentations from Sue Spence Library Coordinator Valley View Secondary School (study skills and information literacy development in secondary school) and Wendy Engliss (Director, <i>future</i> SACE Office) (Proposed changes to SACE)

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### 3.2 Supporting equity and indigenous education

#### 3.2.1 Improve services for equity clients

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Review, document and promote multi access and adaptive technology suites, W3C web pages, flexible information service and information resources in alternative formats	<p>Awareness of services raised with academics</p> <p>Percentage of equity groups using facilities increased</p>	Glenys Letcher / Christine	Sept	<p>Web accessibility compliance is regularly monitored. Websites meet current compliance requirements. Discussion held with Disability Co-ordinator to improve promotion of Library services to for students with disabilities. Information on Library services to for students with disabilities will be included with FIS package. Disability Co-ordinator suggested tapping into SAS info where students have flagged they want more info on services for students with disabilities. News and information about Library resources and services that support the needs of students with disabilities will be included in the irregular news letter produced by the LC Disability Support Service approx twice a year (Feb and Aug.) A folder for newsletter contributions has been set up on F;Drive.</p>
b. Assess capacity of learning resources to support embedment of indigenous perspectives into curriculum	Collection and services are assessed	Ann Mather	June	Continuing - for details see F drive action plan 2007 reports/ action plan 2007 Progress notes

### 3.3 Supporting research and research education

#### 3.3.1 Collaborate to provide services which advance, disseminate and preserve knowledge

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Mainstream use of research repository	Funded ARROW mini projects completed University deposit policy	Kate Jenny / Helen	July July	Projects completed and accepted. Example policies collected– May 2007. Draft paper developed for discussion and approval within University
b. Assist with the publication of online peer reviewed journals	New management journal. Communication strategy with academics developed and implements	Julie / Martyn MALS / Jenny	Dec July	The Library hosts OJS, an open source Journal management tool. Some product support is provided by the web-team.  Julie Hockey was invited to the International Education in Business Research Group (IEBG) to speak about how the Library can assist in the publication of open access peer-reviewed journals through the Open Journals Software system. The group are interested in publishing a journal around business education. The Business team have also offered assistance in the publication of the new UniSA law review.
c. Develop interface between IRP/Arrow.	Citation counts harvested. Migration pathway between ARROW and IRP. Implemented	Carole Gibbs Kate	July Dec	Processes have been developed to harvest citation counts from email alerts. A web application has been developed to collect and store data in support of the RQF.
d. Utilise discipline specific tools and strategies for effective citation analysis and measurement of research impact factors	Proficiency in NCR and USI.	MALS	July	MALS attended training and have cascaded skills to ALs and Deans:Research, Research Coordinator  Sessions with Dean: Research (Carole Gibbs met with Dean on Julie's behalf)  Sessions with the two identified marketing researchers in BUE have not occurred due to ongoing problems/issues with loading NCR and USI onto a pc in the School. Dean is aware of problems
e. Increase online access to UniSA theses	ADT database checked for changes to search strategies at least twice a year and staff are informed of changes to products	Jan Heath	Oct	ADT monitored for improvement in searching facility. Online <i>Finding theses</i> workshop developed. Theses web pages reviewed and revised. Information on <i>arrow@UniSA</i> added.

	1,000 retrospective theses digitised.	Kate	Dec	884 theses digitised. Mawson Lakes theses completed, digitisation at City East underway
f. Align collection strengthens with research priorities	Collection strengths enhanced  Gaps identified	MALS / Sharron	Dec	Report on F drive action plan 2007 reports/ action plan 2007 Progress notes MALS agreed that sustainability would be the research priority area to be benchmarked. Web of Science was used to analyse & prepare lists for each Division of journals with highest number of articles on sustainability and list of institutions with which authors were associated. Two Australian universities from each list were selected for comparing UniSA holdings with the holdings of the top 24 journals for each Division. Libraries Australia was used to compare monograph holdings of UniSA against the selected universities.
g. Unique resources made more accessible	SA content of construction projects, Cabbages and Kings, Art School Magazine. Curation (Brian Condon).digitised	Kate	Dec	Cabbages & Kings digitised and ingested to ARROW – May 2007

3.3.2 Contribute to building capacity of individual researchers and the acquisition of research graduate qualities

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Expand, monitor and evaluate induction and training for researchers and research assistants	All researchers aware of Library induction 50% of research assistants receive Library induction 50% of supported researcher participate in training 30% research assistants participate in training	MALS	Dec	<p>Contact achieved but low response by supported researchers to offer of training sessions or individual sessions. Target with Research assistants achieved in all Divisions except EASS. where the contact process is ongoing.</p> <p><b>BUE</b> - 43 Supported researchers. Contact with 29 via meetings/appointments (67%) 17 Research assistants. Contact with 9 (53%)</p> <p><b>EASS</b> - 185 researchers - 96 (52%) were emailed about training and individual appointments with varying levels of follow up. 68 research assistants - 7 (10%) were emailed about training and individual appointments with varying levels of follow up</p> <p><b>Health Sciences</b> - All (60) supported researchers are emailed about training and individual appointments. 10 contacts relating to citation analysis and research (16 %) information. All (19 ) Research Assistants invited to training/appointments with team. Contact with 10 (53%)</p> <p><b>ITEE/IWRI</b> - All (142) supported researchers were invited to attend individual induction/ refresher sessions with ALS team. 7 researchers received individual training in citation searching (5%) All (11) research assistants were invited to an induction session in July. Seven assistants attended the session (63%)</p> <p><b>CRE/SGRHS</b> - 7 Supported Researchers - individual assistance to 3 (43%) 6 Research Assistants, 4 attended group or individual training (66%)</p>
b. Reviewing all Strategies for Successful Researchers modules for currency, consistency and more effective delivery	All modules reviewed and 2 new ones developed	Researcher Support Steering Group	Oct	Review complete. New online modules : <i>Measuring quality: journals and publications</i> <i>Finding theses</i>
c. Active collaboration with LATN on E-grad	Contribution to stage two of InfoScholar project	Irene / Ann	Dec	Trial of InfoScholar completed Report written based on feedback from emails and focus

School information literacy modules				groups and sent to UTS for inclusion in report to LATN on InfoScholar trial
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3.3.4 Improve access to scholarly resources

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
<p>a. Access provided to resources to support new areas</p>	<p>Liaison with Deans Research to identify new directions and priorities in research</p>	<p>MALS</p>	<p>Dec</p>	<p><b>Completed</b>  <b>Business:</b>                      The 2007 targets for research concentrations are:  <ul style="list-style-type: none"> <li>• Accountability, Sustainability &amp; Governance Group development</li> <li>• University recognition of HRM group.</li> <li>• Tourism &amp; Recreation Management to obtain university centre funding</li> <li>• Development of a new research group</li> </ul> <b>Health Sc</b>                      Collection development in areas of new research such as health economics  <b>ITEE</b>                      The Manager attended Divisional Research Management Committee meetings during the year and the ITEE Divisional Research Education day in April, which highlighted research directions and priorities for the Division.                      ITEE Synchrotron Studies was identified as the major new priority area for the Division with the recent formation of Applied Centre for Structural and Synchrotron Studies. Discussions were held with the Director and researchers were encouraged to suggest new books. A ranked list of high impact journals was compiled from a range of subject categories in JCR                      Defence Systems and Urban ecology were identified as two new priority areas for attention in 2008 following the establishment of the Defence Systems Institute and the Biocity@UniSA Ce  <b>EASS</b>                      Regularly attend Research and Research Education meetings  <ul style="list-style-type: none"> <li>• 3 new journal titles for Post Colonial Studies</li> <li>• Amalgamation of Sleep Research Centre and Centre for Applied Psychology Research pending</li> <li>• New research group - Research Centre for Languages</li> </ul> </p>

				<p>and Cultures</p> <ul style="list-style-type: none"> <li>• Gavin Walkley Special Collection reviewed</li> <li>• Collection assessed in relation to needs of research staff in DUCIER</li> <li>• Hawke Research Institute for Sustainable Societies restructure</li> <li>• met with HRISS staff to discuss LMB and ordering processes</li> </ul>
b. A consolidated list of high impact journals held by Library on staff portal	Scripted solution provided for annual JCR check	Barbara / Martyn	Dec	Prototype developed. Testing underway by ALS.
c. Increase awareness of UniSA research output	Activate WOS RSS feeds on UNiSA publications	Martyn	June	The staff portal contains links to ARROW. WOS feed has been deployed and is accessible via Library WOS database page.
d. Access to BHPML maximised	BHPML collection exposed to research community and accessible through national collection discovery tools	Jenny Q / Jenni J	Dec	Finding aids acquired for digitisation and / or conversion to searchable database
e. Improve awareness and access to services and resources	Number of hits on research web pages increased  research pillar on Library web enhanced	RSSG	Dec	Compared stats for October 2005 with October 2006 and October 2007. All hits have <b>decreased</b> for 2007. Suspect that greater number of hits in 2006 can be related to the RQF. Research Pillar and underlying pages revised, restructured and new pages loaded in September 2007.
f. Improve access to other University libraries	Unmediated reciprocal requesting trial with Adelaide	Christine/Pauline/Erina	Dec	Carried over. Trial to commence once software changes and bugs identified and resolved

### 3.4 Supporting internationalisation

#### 3.4.1 Improve support for transnational students

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
<p>a. Collaborate with Learning Connection to enhance professional development program for offshore partners</p>	<p>Suite of resources integrated into UniSA induction program</p> <p>ICT used to deliver PD for offshore academics</p>	<p>Julie</p> <p>Mary</p>	<p>Dec</p> <p>Dec</p>	<p>On Library web site Resources for teaching offshore Induction PowerPoint Library input to the Transnational teaching website. Library support for transnational students and staff teaching offshore was documented and provided to Kylie Jarrett (Academic Developer with Learning Connection focussing on Transnational Education) who developed a Map of Transnational Student Support.</p> <p><b>A report is on F drive</b> F drive action plan 2007 reports</p> <p>and one recommendation is that the Action Plan 2008 contains a pilot Centra project with a small cohort of English speaking students, who are already familiar with the software</p>
<p>b. Develop guidelines for Library support for transnational partners based on agreed Australian Standards</p>	<p>Library section Program Approval Manual transnational section revised.</p> <p>UniSA contributes to LATN project</p>	<p>Irene / Julie</p> <p>Julie</p>	<p>Oct</p> <p>Dec</p>	<p>Memo outline concerns sent to Prof Lee Thursday, 17 May 2007 10:57 AM</p> <p>Contributed to the revision of International Institutional Agreements – Initial Partner Checklist added questions:</p> <ul style="list-style-type: none"> <li>• Can the partners ensure access to internet enabled computers with bandwidth suitable for accessing UniSA electronic library services and information resources?</li> <li>• Will students have access to core library services and information resources to support their learning?</li> </ul> <p>The LATN Collaborative IL program in Hong Kong was delivered as the second in a three year series of programs planned by a LATN working group under the auspices of the University Librarians or Directors of the ATN universities. In September 2007 trainers from the University of South Australia and the RMIT University delivered fourteen sessions to 140 participants in Hong Kong on behalf of the University of South Australia, Curtin University, RMIT University, and the University of Technology, Sydney. The target recipients were teaching staff in the offshore institutions, because they were perceived to be in the best position to pass on the information about relevant resources and services to their</p>

				students. UniSA lead this years program convening the Working group.
c. Improving awareness of reference resources for transnational students	Question included in material availability study Respond to SEQ results	Stephen	Sept	Too few transnational students responded to study for conclusions to be drawn. Website features reference resources as part of regularly updated 'New' or "Spotlight" section

#### 3.4.2 Engage with international students

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Improve access to international news papers	Number of international news papers increased	Sharron / Anthony	April	RSS feeds of international newspapers available from Library homepage
Collaborate with Learning Connection to improve spoken and written academic language	Investigate the feasibility of installing language help desk at City East campus  Recommendations on feasibility of having language help desk in the Library	Jan Heath / Glenys L	December	Dead duck – Learning Connection procrastinated then deemed space offered by Library as unsuitable

#### 3.4.3 Supporting university partners

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Audit information literacy training delivered to SAIBT and CELUSA students and develop	Guidelines for Information Literacy training for SAIBT and CELUSA	Glenys L	End of study 2	Completed. Agreement made that CE Campus Librarian would advise CELUSA Librarian and assist with training preparation if required. Tour checklists of CE and CW provided for CELUSA Librarian. A 15 min. introductory talk to SAIBT students would be given by the Campus Librarian or nominee to new cohorts during their orientation session only. CE Service Desk Librarian will analyse troublesome student and staff records.

### 3.5 Regional, industry and community engagement

#### 3.5.1 Supporting university partners

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Work closely with Whyalla Australian Technical College	Develop web booking system	Fiona / Martyn / Ben	March	Online Booking system used for a variety of room and equipment applications
b. Investigate	Forward recommendations to Director	Helen	Oct	Whyalla ATC students incorporated in Library patron load

opportunities and potential for collaboration between TAFE and UniSA libraries at Whyalla	Regional Engagement & Dean Whyalla Agreements with TAFE			processes. Southern TAFE agreement in place.
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### 3.5.2 Support regional engagement

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Improved student satisfaction	Monitor and revise service provision to Mt Gambier based students	Christine/Jan/Lorien	Dec	<ul style="list-style-type: none"> <li>• CRE Support Librarian appointed to deliver training sessions at Mt Gambier and Whyalla</li> <li>• Meetings held with Managerial and Academic staff to discuss student and staff needs</li> <li>• Orientation session and 7 training sessions presented covering all Divisions at Mt Gambier</li> <li>• Feedback obtained from Academics and students</li> <li>• Intensive programming of visits and training being planned for 2008 in response to feedback</li> <li>• TellUs survey of graduating nursing students and first year students seeking understanding of knowledge and understanding of services offered via the FIS conducted in November 2007. Analysis will influence action plan 2008</li> </ul> <p>Report on F drive/ Academic and Access Services/Centre for Regional Engagement (CRE)/Reports/2007_CRE_Report</p>

### 3.5.1 Development or enhancement of academic programs through engagement

#### 3.5.1.1 Participate in Academic Portfolio “graduate employment program”

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Participate in pilot graduate employment program	Four graduates provided with opportunities to build on the graduate qualities and competencies acquired at University so that they can gain a solid foundation for their career.	Irene	Dec	BPOs have worked with on various projects including Research Seminar, State Library, May 2007 (Event coordination including: sourcing quotes for catering, travel and accommodation, venue booking, budget formulation) Human Resources (Managing change – interview scheduling, phoning short listed candidates, email notification to unsuccessful applicants, selection panel reports) Bob Hawke Prime Ministerial Library(Creation of timeline to be used at 2007 annual BHPML conference. Compilation of FAQ page for website arrow@UniSA marketing and promotion New Technologies & Orientation Millennial Generation Project

#### 3.5.1.2 Assist in program development and enhancement in relevant programs in information management from an “employer” point of view

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Membership of Business Information management Program Development Committee	Member of Committee assisted in developing program	Helen	April	<b>Done</b>

#### 3.5.1.3 Provide work experience/field work/experiential placements to facilitate service learning

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Library facilitates fieldwork experience for 2 librarianship students	Two librarianship students complete field placement in the library	Irene	Dec	Fieldwork experience provided to one UniSA student and one TAFE

### 3.6 People, Services, Finance Infrastructure

#### 3.6.1 Library structure reflects the strategic directions of the University

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Changes to Library structure, reporting relationships and position descriptions	Managing change process completed	Helen	April	Completed except for ongoing dispute with Union over Returns Assistant positions. New structure in place, voluntary redundancies finalised. New appointments made.
b. More positive outcomes to staff attitude survey	Staff surveyed using QUT survey tool and responds analysed	Helen	Sept	Completed using modified QUT survey tool. Results communicated to LPRG

#### 3.6.2 Align organisational development program with University needs

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. An enhanced staff development database	Redevelop staff development database	Jenny Q	June	Requirements & scope defined by SD Group Database available for use.
b. Library has a comprehensive and documented professional development plan	Performance management development needs are met through the professional development program including Voyager, Managing the Development of Staff (WorkSmart), supervision and copyright training and colloquium with ULSA on library system futures	Staff Development Group	June	Cross unit staff development steering group established <b>Respond to Managing Change</b> Internal training Voyager training sessions for A&ES planned for Acquisitions module training for IR&T staf/Gobi Supervision workshop organised for June 2007 Catalogue Telephone techniques <b>Other</b> Law Moys classification training for IR&T staff – May 2007 Legal research for dummies RQF Hayley session ARROW LATN teaching and learning in Sydney Office 2007 familiarisation sessions at the metropolitan campuses <b>ULSA</b> - Critical literacies, critical discourses, critical times - how Librarians can make use of methodologies at work; Libraries supporting research seminar;UK librarians presentation; Collection Development E-resources



### 3.6.2 Efficiency and Improved service

#### 3.6.2.1 Improve physical work environment

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Staff locations and work places are efficient and aligned with new structure	Work spaces reconfigured at Magill  City West  Plan changes at City East for minor works submission	Stephen / Karen Ayles/  Anthony Stevens	August	Design went to tender May 29. Relocation of Access and Academic Teams to free up study space for students delayed by intervention of Executive Director, Finance Access team relocations to ground floor at City West. BHPML space renovated and occupied by Academic Team in place. New BHPML completed and occupied Deferred

#### 3.6.2.2 Decisions informed by good management information

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Review library statistics and develop database by benchmarking with LATN	Statistics reviewed and database developed and operationalised	Stephen	Dec	Statistics software acquired from University of Queensland Preliminary comparison of data collected by ATN libraries undertaken

#### 3.6.2.3 Compliance with OHSW legislation and university systems

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Ensure compliance	OHSW action plan current and operationalised  All staff have participated in relevant training including manual handling and customer service training  Standard operations procedures developed and updated	Stephen	Dec	Half yearly performance reports completed. Building inspection schedule operational System review conducted by other OHSW Officers November 2007.  Ongoing. Most new staff have completed required online modules. Database being updated  Draft SOPs circulated.

#### 3.6.2.4 Further integrate library finance processes with that of the University

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Functioning interface	Develop Voyager Finance 1 interface	Jenny Q	Dec	Deferred pending completion of changes to finance system and procedures
b. Improved cash handling in the Library	All receipting by campus central Audit and improve cash transactions	Glenys Cook	Dec	Ongoing discussions Completed
c. Webpay for library fees and services	Functioning Webpay for library	Martyn / Glenys C		Waiting on approval and assistance from University Finance Unit

#### 3.6.2.5 Improve service delivery processes

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
Improving Interlibrary Loan	New ILL system implemented	Erina Dyson / Fiona Thomson	Dec	Investigation of ILL systems commercially /publicly available and analysis of UniSA procedures, transactions and workload and completed. Use of Libraries Australia and direct purchase of monographs adopted

3.6.2.6 University compliant with copyright legislation

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Staff aware of responsibilities	Education program offered to every School/Centre/Institute	Catherine Daniel	Dec	Sessions provided to each Division
Develop website	Copyright website live	Catherine / Martyn	Dec	Revised website approved by Copyright Committee and implemented
Analyse and respond to copyright survey	Recommendations developed based on copyright survey responses	Catherine	June	Report prepared for Audit Committee and Senior Management Group

3.6.2.7 Enhance communication with clients

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Promote Library services	Install High Tech signs – plasma screens at all 4 campuses	Jenny Q / Martyn	May	Screens and software acquired November
Develop strategy and schedule for content creation and display	Minimum of 2 messages per day	Jenny Q / Martyn	Dec	Working Group established to determine and schedule content