

Action Plan 2008

2.2 TEACHING AND LEARNING QUALITY How will your area develop and improve services and resources to best support improving the performance of programs, courses and teaching, and the incorporation of experiential learning components in programs and courses?				
2.2.1 Contribute to professional development of teaching academics				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	Cluster Group	TIMELINE	PROGRESS NOTES
a. Sessional staff are aware of the range of resources and services provided by the Library	<p>Identify current targeted sessions/workshops for sessional staff and ensure that induction information about the Library on the University webpage is up to date</p> <p>Benchmark against current library practice at SA and ATN universities</p> <p>Develop strategies to ensure that sessional staff in each Division are aware of on campus and online library resources.</p>	<p>Erina N (leader) Glenys L Jackie B Catherine N</p>	End of SP 5 2008	<p>2 meetings by 30/4</p> <p>Benchmarking completed</p> <p>Recommendations drafted</p>
2.2.2 Contribute to the acquisition of graduate qualities				
a. Embed user interactivity into existing online assignment help resources	<p>Investigate online interactive forums – i.e. public version of chat, with many to one rather than current one to one model.</p> <p>Review technologies used to support current Ask services - integrated system / single point of contact (SPOC) with social networking functionality.</p> <p>Each ALS team trial tools to facilitate user input in one online assignment help resource</p>	<p>Ann L (leader) Catherine N Brigitte Jackie B Louise IR & T</p>		
b. Deliver service and	As the display screens are a public communications channel, procedures and standards for signage	<p>Gen Lake (leader) Ben Dalwood</p>		

<p>learning tips via big screen TVs</p>	<p>broadcasts appropriate to UniSA will be developed. Mechanisms to allow campuses to update locally appropriate sign content independently will also be required. Standards for content types will also be standardized, generally including 30 to 60 second videos, graphics, Flash animations, and web sites. Content may include Library information and promotions, special events, important dates, campus news, class closings, etc.</p> <p>Terms of reference</p> <ul style="list-style-type: none"> • Oversight of the development of effective, appealing and purposeful digital signage content • Development of branding, image and style • Development of content guidelines including submission mechanism, rotation and scheduling • Development of guidelines for campus-specific content 	<p>Cathy Mahar Don di Matteo Rachel Clements</p>		
<p>c. Employ social technologies, MSM (instant messaging) and SMS ,for student engagement with services and resources</p>	<p>Investigate options for Instant messaging Analyse costs Implement trial software</p>	<p>Service Desk Librarians Infrastructure & Metadata Services (Library IT)</p>		
<p>d. TAFE articulants are aware of the range of resources and services provided by the Library</p>	<p>Library to discuss with Learning Connection about future of various online resources</p> <p>Library to seek for permission to add content</p> <p>Learning Connection to evaluate range of resources for transition/orientation including</p> <ul style="list-style-type: none"> • Variations of First 6 weeks 	<p>Don Di Matteo (leader) Lorien Delaney Karen McAllister Rachel Clements</p>		

	<ul style="list-style-type: none"> • Making the transition to university studies • Studying successfully at UniSA Information and advice for new International students <p>Likely outcome is the consolidation of existing resources and then to populate new resource with information for specific target groups such as TAFE articulants, international students, school leavers, etc</p> <p>Library and Learning Connection to collaborate with key Program Coordinators that have high number of TAFE articulants to identify key issues</p> <p>Library to determine content and populate resource for TAFE articulants</p>			
e. Implement guidelines for balance of face to face/online IL interventions	<p>Guidelines for when it is appropriate to deliver f2f training and when an online only resource is appropriate:</p> <ul style="list-style-type: none"> • Communicate to all ALS teams the guidelines developed by this cluster group at end of 2007 • Consider findings of other relevant cluster groups & incorporate any relevant, appropriate guidelines/recommendations that may influence types of interventions & balance of F2F/online interventions in 2008 • Each Divisional ALS team will trial the guidelines with at least one program from each Division • Review & revise the guidelines at end of SP2 & at end of SP5 	<p>Marg (leader) Rachel FIS Trish B Catherine</p>		
g. Develop standards and guidelines for online video tutorials to ensure maximum accessibility	<p>It was a recommendation from the 2006 Online Software Review Group and it's apparent from Julie's report re UTS vs UniSA flash videos that there is work needed here (e.g. specifying maximum file size, running a bandwidth analysis, animation styles etc.)</p>	<p>Martyn (leader) Julie B Trish B Pam G</p>		

2.2.3 Improve support for equity students				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Review IL support for students enrolled in Foundation Studies	Identify support provided to Foundation Studies students across all Divisions and modes of study Benchmark against offering from SA and ATN universities Recommend improvement strategies for support at UniSA	Jan H (leader) Lorien Jenni J Trish Glenys Catherine Nairn		
b. Embed IL interventions in new Associate Degree in Engineering program at Whyalla	Ensure that students are aware of oncampus and online resources by <ul style="list-style-type: none"> • Conducting oncampus orientation session • Acquiring texts and other readings for Whyalla Library Introducing students to information searching using ITEE 1 st Year online workshop	Wynton (leader) Lorien Catherine	July 2008	Performance measures achieved in SP2 Measures will be evaluated at end of SP2
c. Develop a working partnership with Indigenous Student Advisors to ensure equitable access for Aboriginal and Torres Strait Islander students	Identify and meet at least twice per annum with Indigenous Academic Advisers on each campus Recommend Academic Library Teams meet and develop working relationships with relevant Indigenous Academic Advisers and promote Library services and resources EASS MAL or Academic Librarian represents the Library at Advisers Seminars	Ann Mather (leader) Anthony Louise Pauline	Nov Study Period 5 (July) Dec	Ann Mather attended Advisers Seminar in Dec 2007 and presented overview of Library services and resources Emailed ALS Teams with relevant Advisers
d. Improved CRE student satisfaction	Monitor and revise service provision to Mt Gambier based students in response to feedback from 2007 Annual group report. Improve understanding of the role of the CRE Librarian and the services offered via the FIS.	Christine/Jan/Lorien/Pauline	Dec	

	<ul style="list-style-type: none"> • ? % increase in usage of FIS services via Australian Air Express and number of enquiries via Ask the Library • Improve turnaround time for mail deliveries to Whyalla • Increase frequency of visits by professional staff and other Library staff to Whyalla and Mt Gambier to monthly or greater 			
e. Students with disabilities are aware of the range of resources and services provided by the Library	<p>Greater collaboration between LC and the Library in promoting services for students with disabilities by</p> <ul style="list-style-type: none"> • Contribution to Newsletters • Information provide to School Boards <p>Dissemination of information about services provided by the FIS through improvement of promotional materials including development of a large print materials</p>	Christine/ Glenys/LC/FIS		
2.2.4 Improve physical learning environment				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Existing study rooms renovated and standardised	<p>Establish minimum acceptance standards for study rooms</p> <p>Study rooms at City West and Magill painted, worn carpet and furniture replaced</p> <p>Ensure that study rooms across all campuses comply with established standards</p>	Anthony Stevens /Don Di Matteo/Stephen Parnell	April	
b. Increase the number of study rooms	Convert the space occupied by the compactus at the end of the TRC at Magill into study rooms	Don Di Matteo Stephen Parnell		
c. Improved lighting in the main collection area at Magill	Install strip lighting around the parameter of the main collection below the mezzanine area	Don Di Matteo/Stephen Parnell		
d. Equipment and furniture modern and in	Identify furniture best suited to attracting young people			

good condition	Establish a strategy of rolling review and replacement of old/damaged furniture across the Library			
e. Improved spaces for collaborative learning	Investigate range and cost of monitors and any software required to project image on pc onto large monitor	Information Resources & Technology , Campus Librarians,		
2.2.5 Contribute to the "first six weeks"				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Create a standard kit of promotional materials	<ul style="list-style-type: none"> • Develop webpages for new students and mentors. • Update Virtual Tour (include 360 degree images) and implement maintenance schedule. • Implement revised roving program for study periods 2 & 5. • Create a standard kit of promotional materials, including new "glossy" bookmark and handout. Investigate the types of and cost of promotional materials – table cloths, portable banners, giveaways for booths and sleeves for entry/exit gates. <p>Evaluate and write report that summarises activities.</p>	Bronte Cerny Anthony Stevens Glenys Cook Ann Mather	July 2008	Webpages developed and Virtual Tour updated for February. Roving program implemented. New handout written, others updated and bookmarks designed and printed. Promotional materials purchased (table cloths and lollies) and banners produced for February. Sleeves being investigated
2.2.6 Provide improved access to a broader range of learning resources				

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. . Library's collection supports the changes to anatomy teaching and learning in the School of Health Sciences	<p>The ALS Health Sciences team will:</p> <ul style="list-style-type: none"> • Participate in the School of Health Science Anatomy Working Group • Review current book and journal resources in relation to the proposed new program • Promote and evaluate the use of Primal pictures • Develop the anatomy book collection to meet the changing needs of the courses • Work with the new anatomy lecturer to acquire resources to support the courses • Prepare a Library impact statement 	Jan Louise/Pam Mary Cathy	Ready for new courses to be run in 2009	<p>Meetings of Anatomy Working Group attended – further meeting on hold until new anatomy lecturer appointed</p> <p>Primal pictures obtained</p> <p>Details of book and journal collection supplied to Working Group</p>
b. Respond to the changing teaching and learning needs in relation to language teaching	Provide support to School of International Studies in their endeavour to create a specific purpose language teaching facility including online language technologies to meet the needs of teaching English and all other languages taught Audit English language resources	ALS (EASS)		
c. Ensure that appropriate English language resources for NESB students are available at each campus	<p>As a response to the Report of the corporate project: English language proficiency by Prof Peter Lee</p> <p>Audit English language for NESB resources</p> <p>Acquire appropriate IELTS & other resources for NESB students</p> <p>Ensure that resources are readily accessible to international & other NESB students</p>	Wynton (leader) Erina Mary Karen A Don		

d. Match collection profile and locations with the teaching profile of the University	Revision and management of collections across the library Regular monitoring of collection relevance via reports and consultation. Reclassification of identified areas of the collection to enhance access and use. Continuation of the suffixing reclassification project – priority areas computing, art	Collections Steering Group Mandy IR&T (Collection Management, Acquisitions, I&MS) A&ES ALS		
e. .Increase Library presence & targeted services in student portal	Additional course & subject specific resources in student portal. Develop web services to create targeted specific lists of resources to students within myCourse pages e.g. Suggested databases via harvesting metadata from topic guides, database pages	WAG		
f. review and analyse the collection development processes with a view to inform best practice for future major new university programs	Consolidate, evaluate and document processes and strategies used to create the law collection Develop guidelines for the use of vendor profiles & reports, Libraries Australia Products reports & holdings benchmarking Communications, discussion lists & meetings; Develop planning documents; Describe acquisitions methods (out of print, donations, exchange lists etc.)	BUE ALS team/IR &T		
g. consolidate the law collection	<ul style="list-style-type: none"> • The Law collection reflects revised course documentation. • Resources ordered and available before each course is due to commence (ie. once courses are approved at School/Division Boards -100%) • Items still outstanding from 2007 orders are catalogued and on the shelves within 3 weeks of receipt. • Orders outstanding from 2007 reviewed as per 	BUE ALS team/IR &T		

	<p>normal claims practice or by mid-year and advice forwarded to BUE ALS team.</p> <p>Ensure client access to the Law collection is at an optimum level</p> <ul style="list-style-type: none"> • The physical collection is easy to access/locate and reshelve (monitor via feedback from Access staff and shelvees) • Seamless links between the catalogue and electronic collections (monitor feedback) – issues identified and resolved 			
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2.3 BUILDING REPUTATION AND COMPETITIVE EDGE—HIGH ACHIEVER STRATEGY Outline how your area will support Divisions and Schools to recruit, engage and retain high-performing students and encourage high-performing students to progress towards higher degrees.

2.3.1 Improve awareness and access to services and resources

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Promote to the University community the availability and scope of law resources and how to exploit them.	<p>Promotion and use of Law resources to the University community, in particular:</p> <ul style="list-style-type: none"> • the School of Law (100% targetted) • University Administration Units such as HR (50%) university's lawyers (50%) <p>Support via individual appointments and/or targeted sessions is offered and delivered by end 2008</p>	BUE ALS team		
b. Showcase Library support for research education and research	<p>Pilot Living research books program will target 43 Honours students based at the Mawson Lakes campus .and Researchers and HDR students from the Division of ITEE, Ian Wark Research Institute and Institute for Telecommunications Research</p>	Irene/ Pauline/ Web team		

	<p>The pilot involves:</p> <ul style="list-style-type: none"> •selling the concept of the Living research books to key UniSA stakeholders •persuading suitable HDR students and Researchers to agree to be a living research book •effective publicity encouraging Honours students to participate and “borrow” a living book •provision of suitable spaces for one on one conversations between students and living books •development of an enticing website promoting the research achievements and current projects of the living books •rigorous evaluation of the pilot program 			
c. Provide targeted support to Honours students to facilitate their progress towards higher degrees	<p>Develop strategies to provide more substantial library support for Honours students in line with University targets and after consultation with all Honours program directors</p> <p>In addition the ALS Health Sciences will</p> <ul style="list-style-type: none"> • Develop an evidence based practice – health resources online SSR workshop • Online workshop reviewed by critical friends from program directors • Workshop published 	<p>Irene/MALS</p> <p>Jan (Leader) Pam Mary Cathy</p>	<p>SSR program reviewed by February</p> <p>Online workshop for honours session in SP5</p>	<p>Discussions held with program directors and sessions presented in February. Evidence based assignment help has been reviewed as a basis 2 meetings held to discuss content Pam working on data</p>
2.3.2 Participate in Academic Portfolio “graduate employment program”				
a. Evaluate pilot graduate employment program	Work with Rob Kerruish to expand program	Irene	Dec	
2.4 Enhance research performance Outline how your area will develop and improve services and resources to best support the enhancement of research				

performance.

2.4.1 Contribute to research education

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Increased support for offshore HDR students	Target small EdD students based in Canada and Hong Kong HDRs Support via individual appointments (or targeted small group sessions, maximum of 8) Determine percentage target (suggest low percentage, restrict to English native speakers first?) Using Centra to provide support to	Bronte Cerny (leader) FIS Mary O Julie H		
b Revitalize Strategies for Successful Researchers program on a needs basis	Monitor ICT developments supporting research education via literature review/ blogs Complement RESA and InfoScholar developments	RSSG		
c. Align collection strengthens with research priorities	Identify key research collections in the Divisions and Institutes Benchmark two collections from each Division against other key Australian university research collections using guidelines developed in 2007 to benchmark the sustainability research collections Identify and recommend monographs and journals for purchase.	Wynton MALS		
d. Improve access to research proposals	Move Research proposal collection to arrow@UniSA	DRS		
e. Active collaboration with LATN on E-grad School information literacy modules	Contribution to stage three of InfoScholar project	Irene RSSG		

2.4.2 Provide services which advance, disseminate and preserve knowledge

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
<p>a. Use arrow@UniSA to support the ERA and position arrow@UniSA for future needs</p>	<p>Phase 3 of Library ERA project</p> <ul style="list-style-type: none"> • Editing the metadata to correct errors (misspellings, incorrect source details, add ISSN/ISBNs etc.) f. Add citation count g. Add new records with citation counts <p>Capture and promote UniSA research output through the repository, expand content and develop capacity to maintain arrow@UniSA into the future. All RQF evidence & impact outputs available via the repository with secure access to DEST assessors</p> <p>a pilot project to manage research data with Div Health Sciences IT Extending the use of arrow@UniSA</p> <p>Monitor national and international projects aimed at extending use of repositories both research data management and incorporation of social networking technologies (e.g. Carrick Exchange) Develop Service Usage Model (using e-Framework's service oriented approach) to develop requirements. Trial Fedora Storage Research Broker Database integration module Participate in ICE-RS (Integrated Content Environment for Research & Scholarship) repository integration workshops</p>	<p>Carole (coordinator)</p> <p>Kate Sergeant Martyn George Avonne Newton Prashant Pandey?</p> <p>All Professional Librarians and Digital Resources team</p> <p>RQF Submission Team, Digital Resource Service, Acquisitions team.</p>	<p>30 September 2008</p>	<p>Training complete but refresher sessions to be run in early May</p>

		ISTS – storage &		
b. Develop Web pages listing research resources by specialisation	Create wiki of web pages listing resources by specialisation – (eg renowned specialists, best conferences) where academics can contribute resources and information. Incorporate Web 2.0 annotation capabilities & Recommender services. Develop RSS feeds – eg listing papers by citation factors	Cathy (leader) Jenni J Carole Martyn Busines???		
c. Promote alternative publishing models and advocate the extension of open access principles in the digital environment	Continuing support for publishing open access peer-reviewed journals via OJS system Support for conferences via OCS demonstration software sites preprints and other scholarly support models hosting PD seminars (maybe with ALIA)			
d. Preservation of collections through digitisation and format shifting	Targeting the preservation of analogue superseded formats – reviewing the library's collections for outdated formats and then converting them to digital formats Target preservation of resources supporting indigenous studies			
2.4.3 Improve services for researchers				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. investigate researchers' use of library services and resources	Replicate Deakin research	Irene RSSG		
b. Increase Library presence in the staff portal	Identify web content to target researchers eg research supervisors, early career.	RSSG		

C. Support for the management of research, and administration of internal research grants and national competitive grants	Meet deadlines set by Research and Innovation Services and Directors of Research Institute to undertake urgent and confidential citation analysis/bibliometric projects	Irene Doskatsch Carole Gibbs MALs IR&T		Director IWRI in March , April 2008 Confidential RIS April 2008. May 2008
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2.5 Other key performance areas

Internationalisation

2.5.1 Improve awareness and access to services and resources

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a.Academic and library staff located offshore are aware of the range of Library resources and services available to them and their students	Establish sustainable ongoing (annual) process of delivering professional development to academics located offshore and partner's library staff. Develop program of cross divisional support, Identify key partners offshore (& academics) and ongoing schedule of training; Consider rotation of ALS team members participating (eg. 2 to travel each year – one will always be experienced) Consider also induction packages sent to partners	Julie H Wynton Mary Erina Karen A		
b.UniSA contributes to the LATN Offshore Information Literacy Project	Coordinate the 2008 program for delivery in Singapore for the ATN libraries Prepare program delivery schedule, ensure delivery, revise and make recommendations	Julie H Julie B		

2.5.2 Engage with international students

ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES

A .Investigate the feasibility of providing information resource and learning supporting languages other than English	Evaluate feasibility/practicality of offering information resources (eg. Benefits of, costs of resources, staffing implications, web accessibility and support, cataloguing costs, training etc) Identify key student cohorts to target	Deputy Director (Academic); IR&T (Library Web, Acquisitions/Cataloguing), MALS, FLC, TSS, ISSG		
c. Library has appropriate English language resources particularly in relation to medical English.	Focus on the Australian Registered Nurses Training Program (ARNTP) and collaboration with Learning Connection Work with LC to develop an online resource to support these students Work with the Academic staff in the School of Nursing and Midwifery and with Staff in CELUSA	Glenys Louise Learning Connection CELUSA Academics from the School of Nursing and Midwifery		
People, Services, Finances, Infrastructure Improved finance processes				
2.5.3 improved productivity through efficient processes				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. electronic resource management – tracking database subscriptions, trials, access, licencing, problems etc	Investigate and trial hosted subscription service ERMS			
b.Selected processes will be automated, or semi-automated to improve the efficiency of the containing workflow.	Analyse existing workflows to identify inefficient (relatively) processes. Determine the possibility and feasibility of developing automated processes to replace or support existing manual processes. Select processes for which efficiency increases are likely to be significant and, in consultation with management, select a target subset. Design, and develop automated solutions for the target process subset.			

2.5.4 Improve service delivery processes				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
Improving virtual reference	Investigate the marketplace for new products	Mandy	Dec	Investigation of Virtual Reference systems commercially /publicly available.
Efficient processing of intercampus books	Using lean supply chain methodology investigate the opportunity for improvement in ICB processing	Christine		
2.5.6 Develop a robust Copyright compliance system				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
Effective permissions register is in place	Develop an effective permissions register web-based database to replace the current paper based records system – future migration to a commercial copyright management system needs to be considered. Analyse copyright workflows via Service Usage Model methodology to describe the needs, requirements, policies to support the business requirements phase of determining overall requirements for a copyright management system.	Copyright Officer IR&T		
2.5.7 Build staff capability in response to the University's learning, teaching and research strategic directions				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Develop a training plan for staff to develop competencies to support the new law	All staff dealing with law students and academics have the relevant skills and knowledge Library staff are competent in referring students/staff to the correct resources	ALS (Business)		

program				
b. Contribute to the LATN staff development program	Send 5 staff to Melbourne for the seminar on supporting International students	Irene		
c. Staff are proficient at making presentations and delivering training	<ul style="list-style-type: none"> o Academic Library Services teams has an understanding of copyright requirement o Support Librarians have the competence to deliver training and make presentations o Library staff have the competence to use Microsoft Office 2007 – 	Staff development steering group		
2.5.8 Library structure reflects the strategic directions of the University				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Continue review of staffing and structure to ensure flexibility and responsiveness to University and plans and needs.	Evaluate 2006 Managing Change process and act on the evaluation	Helen		
b. More positive outcomes to staff attitude survey	Address issues raised by the inhouse Staff attitude survey	Helen		
2.5.9 Compliance with OHSW legislation and university systems Stephen the last 2 need your input				
ACTIONS AND INTENTIONS	MILESTONES / PERFORMANCE MEASURES	RESPONSIBILITY	TIMELINE	PROGRESS NOTES
a. Ensure compliance	<p>OHSW action plan current and operationalised</p> <p>All staff have participated in relevant training including manual handling and customer service training</p>	Stephen	Dec	Half yearly performance report completed. Draft SOPs circulated.

	Standard operations procedures developed and updated			Building inspection schedule operational Ongoing. Most new staff have completed required online modules. Database being updated
2.5.10 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	
b. Improved cash handling in the Library	All receipting by campus central Audit and improve cash transactions	Glenys Cook	Dec	
c. Webpay for library fees and services	Functioning Webpay for library	Martyn / Glenys C		