INITIATIVE
INNOVATION
IMPACT

CONNECT:
LIBRARY ANNUAL REPORT 2011

UOW Library

Vision

To be recognised as a knowledge resources centre of distinction, integral to the realisation of the University's mission, vision and goals. To fulfil this aim, we will:

> enrich the student academic experience by equipping students with the skills to succeed as independent learners
> promote and support world class research and scholarly communication initiatives through integrated, client-centred discovery systems and services
> foster a highly skilled and flexible workforce, recognised for exceptional and innovative service
> create stimulating, engaging learning spaces (physical and virtual) to foster collaboration and exploration of knowledge resources

Mission

Our mission is to enable access to quality resources and services for excellence in research, teaching and learning by:

> delivering a range of services and technologies to enable the effective discovery and use of needed resources, irrespective of their format or location;
> providing leadership and expertise to support independent learning and research in an increasingly diversified scholarly information environment, and;
> capturing and promoting institutional research outputs.

Goals

Client service goals:

> Exceptional service
> Integration of flexible information skills programs in collaboration with academic staff

Financial goals:

> Effective and efficient use of available resources
> Provision of resources and services that have a high ratio of value to cost

Internal process goals:

> Client-centred access to resources
> Demonstrated application of business excellence principles

Learning and growth goals:

> Skilled and knowledgeable staff equipped to respond to change
> Effective succession management and leadership development

INVESTORS IN PEOPLE | Silver
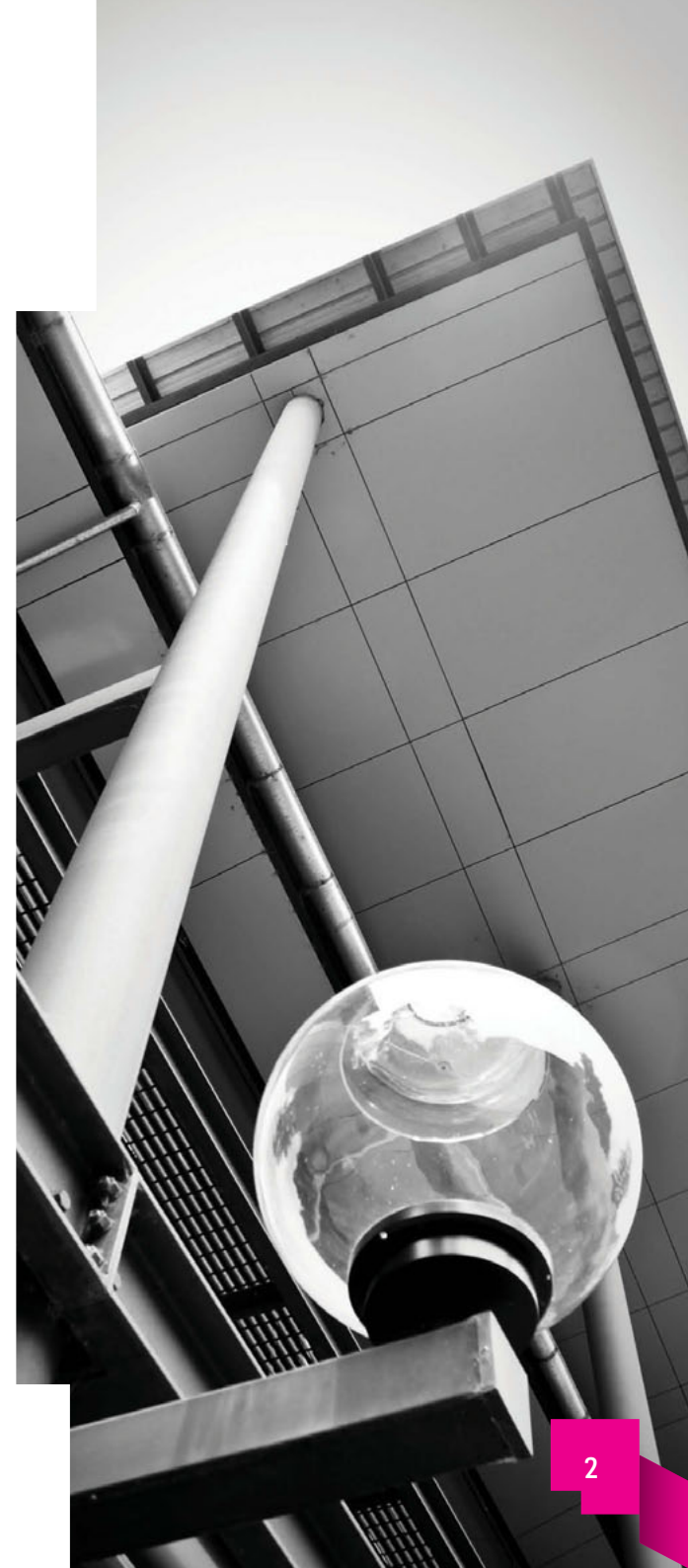
> " Throughout 2011, Library staff ably demonstrated their ability and appetite for strategic change needed to progress the Vision.

MARGIE JANTTI / UNIVERSITY LIBRARIAN

What is the value of an academic library? What is its impact on the student experience, research performance and client satisfaction? Challenging, thought provoking and important questions to say the least; and until recently, difficult to answer with persuasive evidence beyond the typical measures of satisfaction.

A significant breakthrough in understanding the value and impact of the Library was the creation of the 'Library Cube', an innovative and collaborative research project conceptualised within the Library and delivered through the University's Performance Indicators Unit (PIU). The 'Library Cube' is a data warehouse linking student use of Library resources to their academic grades and demographic information. It's a first of its kind and the findings are compelling; there is a strong correlation between use and grades, and the data will be of immense benefit not just to the Library but to everyone with an interest in supporting student success. This project has attracted global interest as it represents a fundamental shift in understanding and evaluating the student experience. Particular mention must be made of Brian Cox, Quality and Marketing Manager and the team from the PIU for their expertise in the execution of the project.

To better understand the needs of researchers during the various stages of the research cycle, the Academic Outreach program was reshaped; shifting from the earlier model of asking 'what do you know about the Library?' to 'what do we need to know about *you*?'. With over 540 Academic Outreach consultations undertaken, a wealth of data and information was gathered, which in turn will guide the creation of future services and resources. Already, the Liaison Services team structure has been realigned to reflect the new approaches to research support and development of expertise in research metrics and impact factors.

I presented at a number of University forums on the need to find new and different approaches to supporting the Graduate Quality of being an independent learner; to reposition the Library as an innovative leader in information skills support. Throughout the year, we sought opportunities to:

> streamline and consolidate multiple face-to-face interactions

> shift the primary delivery mechanism for information skills support (i.e. classroom based) to web-based delivery via a number of contextualised tools
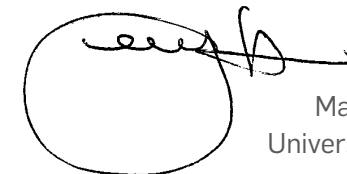
> balance large lectures with some niche or targeted face-to-face sessions

> focus on pathway programs, ensuring potential UOW students are adequately prepared for participation in higher education

In an environment of growth, much was done to enhance access to information resources. The introduction of BONUS+, an Australasian resource sharing scheme, has been an overwhelming success, with students and staff now having access to over 6 million items in addition to our holdings. Since its launch at the end of June, 2,538 items were delivered to UOW students and staff. The continued strong performance of the Australian dollar enabled the ongoing purchase of electronic back-files of quality journals and ebook collections to augment collections, ensuring access to comprehensive and diverse information sources to support research, teaching and learning.

Archives and digitisation staff played a considerable role in ensuring the success of the UOW 60th Anniversary and the Law Faculty's 20th Anniversary events and celebrations. Thousands of images were scanned and loaded to Flickr for community tagging and other UOW artefacts and publications, in their myriad of formats, were sourced, digitised and shared.

In February, Lesley Ngatai was welcomed to the Executive team as Associate Librarian Client Services. Neil Cairns, Associate Librarian Technology undertook an extended secondment to ITS, providing opportunities for other senior managers to gain authentic experience in executive leadership through targeted projects and divisional assignments.

Throughout 2011 Library staff ably demonstrated their ability and appetite for strategic change needed to progress the Vision. The initiatives and achievements described in this report are the results of their determination, commitment and ingenuity in ensuring the Library is positioned to promote and support world class research and scholarly communication initiatives.

Margie Jantti
University Librarian

4

JAN
Wireless infrastructure upgrade

FEB
8 new group study rooms

2 million downloads from Research Online

MAR
Alumni Chapter 'Book of Honoraries' received by Archives

APR
Content Pro (open access digital collections management system) goes live

MAY
UOW interactive historical timeline launched

The first collection of publications from SMART Infrastructure Centre available on Research Online

JUN
BONUS+ starts

imagine
you have access to
6,000,000+ books
BONUS+

JUL
New look Academic Outreach

AUG
Library Cube presented at the 9th Northumbria Conference on Performance Measurement, York, UK

SEP
The Book that Changed the World exhibition - celebrating the 400th anniversary of the King James Bible

OCT
UOW Library Mobile
(02) 4221 3548

UOW Library Mobile goes live

Opening hours

My Info

Abc Summon

Find a Computer service launched

NOV
UOW 60th Anniversary Exhibition – Panizzi Room

DEC
StartSmart integrated into the Learning Management System

Group Study

New and enhanced student spaces on Level 2, Main Library. Group Study room bookings reached 21,094 in 2011.

UOW Goal: Graduates equipped to learn, engage and lead in society and the global workplace

Reshaping information skills support

In light of a learning environment underpinned by extensive networked online resources, advanced discovery platforms and a wide array of available support services, both face to face and online, information skills support services were assessed for their effectiveness, efficiency and importantly, relevance to the learner. Findings from the assessment pointed to the need to:

> Leverage the intellectual property invested in the transition program StartSmart: *Essential Academic Information skills* to build scaffolded, multidisciplinary online learning and assessment activities, e.g. StaySmart

> Make greater use of web-based delivery

> Streamline face to face and hands-on learning practices

> Improve the integration of information skills development within lectures

During Spring session 2011, face to face classes were reduced by 50%; StaySmart, a tutorial guide focussing on preparing for research-based assignments, entered into design and production for 2012; online guides and learning objects were rationalised and; StartSmart was integrated into the learning management system templates.

Information Skills Delivery

FACE TO FACE SUPPORT

ONLINE GUIDES & TOOLS

INTEGRATED LECTURES

UOW StartSmart

BUILDING INFORMATION SKILLS

Assignment help by appointment

The competing demands of study, work and family commitments can impact on the time students spend on their assessments. Understanding this, a Book a Librarian service was introduced. Operating during session time, students can now guarantee a wait-free 30 minute appointment with an information expert by booking online for a time that is suitable to them. 736 students took advantage of this highly customised service.

Help Services 2011

736

1,670

11,839

- ■ Research Help
- ■ Book a Librarian
- ■ Ask a Librarian (online)
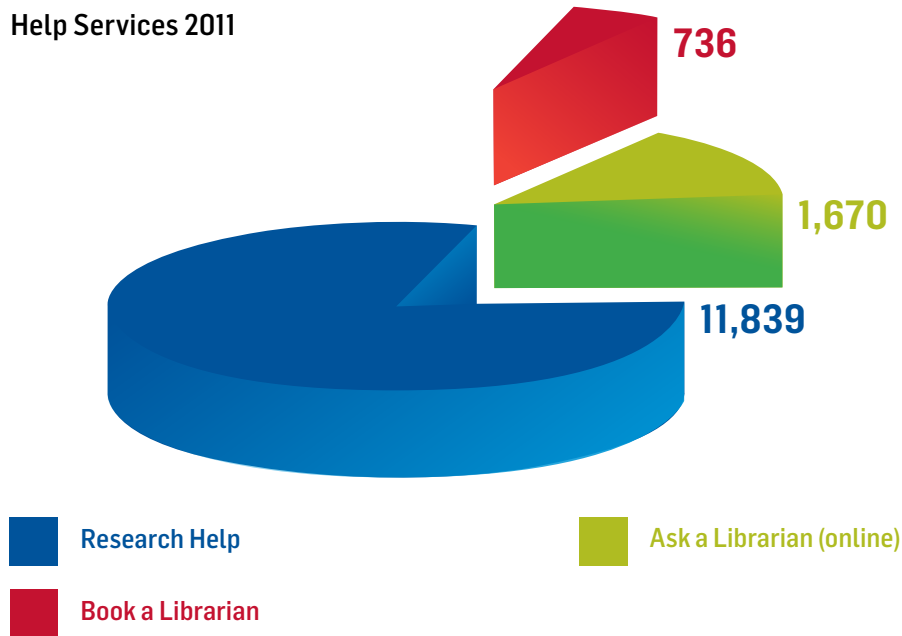
Intercampus Loans now easier for students enrolled at satellite sites:

The request process was simplified considerably to just one click of the HOLD button to log in to request an item be delivered to the required campus.

New insight into the student academic experience

The Library, in partnership with the Performance Indicators Unit (PIU), undertook an innovative and collaborative research project to demonstrate the value that can be provided by academic libraries regarding the student experience. The 'Library Cube', is a data warehouse linking student borrowing and use of electronic resources to students' academic grades and demographic information. The project is now an ongoing part of UOW's systems and performance reporting and represents a fundamental shift in evaluating the student experience through the integration of discrete systems and datasets.

Analysis enabled through the Cube has revealed a very strong statistical correlation between student's use of Library owned or subscribed resources and academic performance, i.e. their grades.

The Cube has also delivered some anticipated and unexpected findings on the relationship between social variables (such as gender, age, and citizenship) and Library usage behaviours; and in doing so has also identified potential target audiences for Library promotions and engagement strategies.

Relationship between Electronic Resource Usage and student weighted average marks, 2010

Student marks (y-axis)

Hours of electronic resource access p/a (x-axis)
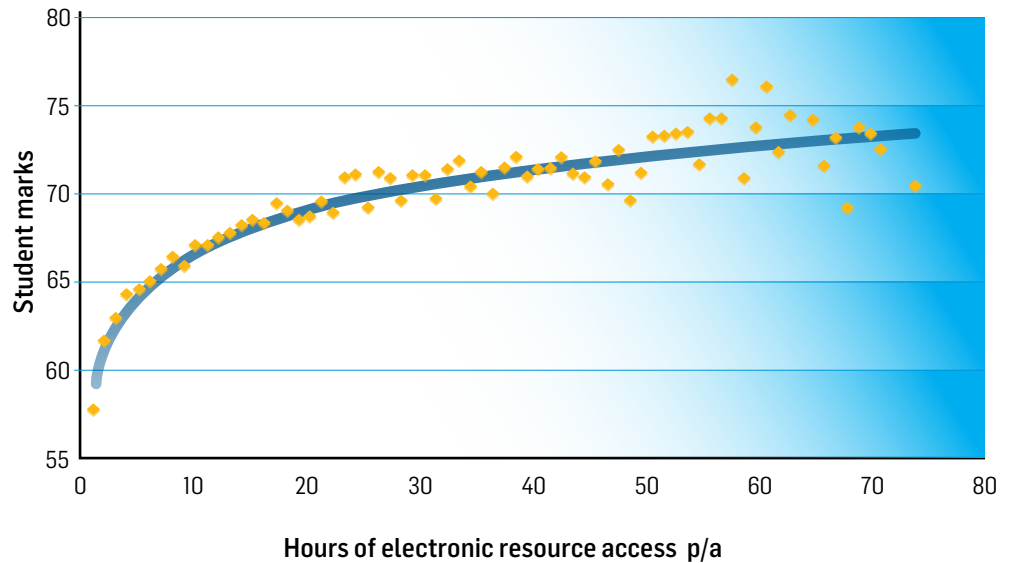
New and enhanced student spaces

Existing group study rooms (9) proved their worth after being consistently booked out since first being built in 2007. In response to feedback and persistent over-crowding, eight group study rooms were constructed on Level 2 of the Main Library. The release of construction space was enabled through the replacement of some print journal collections with deep online backfiles; creating much needed floor space as well as significantly expanding the journals collection beyond what was previously available or could be physically housed.

The new rooms include wide-screen LCD monitors, used by students to connect to their devices and a whiteboard which covers one entire wall. The rooms were opened by DVC Academic, Professor Rob Castle at a ceremony in January. The renovations also provided for an additional 22 powered desks, 18 individual study carrels and 2 more group study desks.

The postgraduate space, previously made up of two separate rooms, was opened to make one large space. The removal of the dividing wall allowed for the installation of 8 additional study carrels and all desks to be powered.

A reputation for excellence was sustained through an AUQA panel commendation: *the University of Wollongong for the quality and dedication of staff who provide student learning and welfare support, including ... the University Library*.

1. Margie Jantti / UOW Librarian **2.** Margie Jantti / UOW Librarian & Prof.Rob Castle cutting the ribbon **3.** Lisa McIntosh, Ian Brown (EDUC) & Ainsley Kilah **4.** Group Study Room **5.** Margie Jantti / UOW Librarian & Prof.Rob Castle **6.** Group Study Room **7.** Library staff enjoying the opening
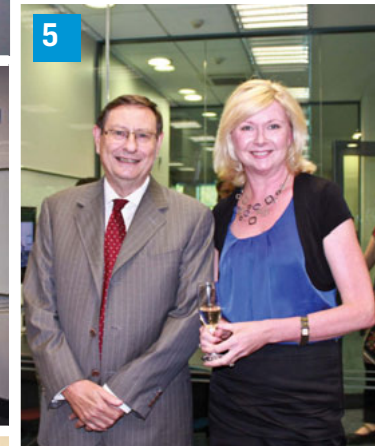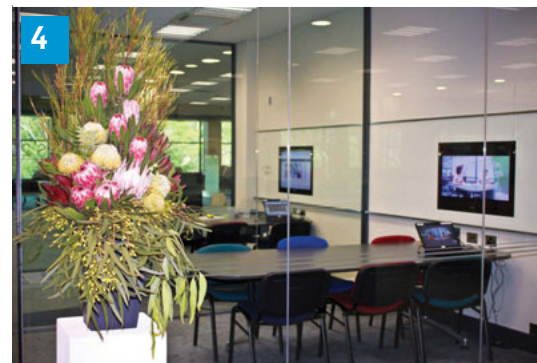
The Curriculum Resources Centre was refurbished with the installation of new powered study desks, comfortable modern seating and refreshed paintwork.

Getting mobile

The growing population of clients using their mobile devices to access Library information led to the creation of a mobile-friendly library site. The site makes commonly used online services such as catalogue searching, group study room bookings, 'find a computer', opening hours and contact information easily accessible. The site has attracted 2,714 hits since its launch in mid September.

Four netbooks were acquired to add to the fleet of 30 loanable laptops. The netbooks can be used outside of the Library and have proven popular for use in lectures.

An online, real-time computer availability service was also implemented making it easier to see what technology, fixed or portable, is available in the library and where.

QR (Quick Response) scan code signage was implemented for students to access key online services via their web-enabled mobile devices. QR code signs are in place for the Group Study Room booking system, IELTS collection as an access point for the UOW College Library Guide and new book displays.

Early forays with ebook reader platforms commenced with four Kindles each loaded with 40 ebooks being made available for loan.

Wireless support

The number and diversity of laptops and Wi-Fi enabled devices used by students was highlighted through requests for wireless connection support. In addition to online self-service options, a dedicated help point plus Roving Help offered during the first weeks of session assisted 2,890 students in getting connected to the network.

Making new 'friends'

Social media proved an effective platform for engaging students, even those less receptive to typical Library communications. A series of competitions devised around the theme of the *7 Deadly Sins* encouraged students to participate in a range of weekly challenges with the aim of securing necessary clues to win the competition. Facebook was used to both promote the competition and provide a landing space for students to post their experiences. The number of 'friends' and 'likes' grew considerably, providing a new and novel indicator for engagement.

Monica Birrento (Medicinal Chemistry Honours student) pictured with Margie Jantti / University Librarian, solved the "7 Deadly Sins" cryptic puzzle to win the Dell Streak android phone. The final answer, a 6-digit PIN, was translated from a QR code, which Monica emailed to the Library to win. Monica was very pleased to win her new phone, "My friends and I really enjoyed participating in the competition, they were all excited every time I got one step closer to solving the puzzle. In the end, I think they were just as happy as I was that I had solved and won the competition!"

Benchmarking quality

The Library has long used the Client Survey to gather information and feedback on what is important to clients and how the Library is performing. Performance rankings for academic libraries from Australia and New Zealand collated over 2010-2011, provided new benchmark comparisons across the 42 participants.

Best Practice Categories	UOW Library Score	Rank (out of 42)	Highest	Lowest
Communication	78.8%	3	80.6%	68.7%
Service Delivery	79.0%	11	82.5%	72.2%
Facilities and equipment	71.9%	17	83.2%	59.7%
Library Staff	90.1%	4	91.9%	81.0%
Information resources	80.5%	6	82.6%	72.9%

The Library was consistently positioned in the top quartile of performance in the best practice categories of: Communication, Service Delivery, Library Staff and Information Resources, with the exception of Facilities and Equipment.

Within the peer benchmarking group of eight libraries, UOW was ranked within the top 3 of the best practice categories.

Best Practice Categories	UOW Library Score	Rank (out of 8)	Highest	Lowest
Communication	78.8%	2	80.4%	70%
Service Delivery	79.0%	2	82.5%	74.1%
Facilities and equipment	71.9%	3	80.6%	59.7%
Library Staff	90.1%	2	91.9%	81.0%
Information resources	80.5%	2	82.6%	72.3%

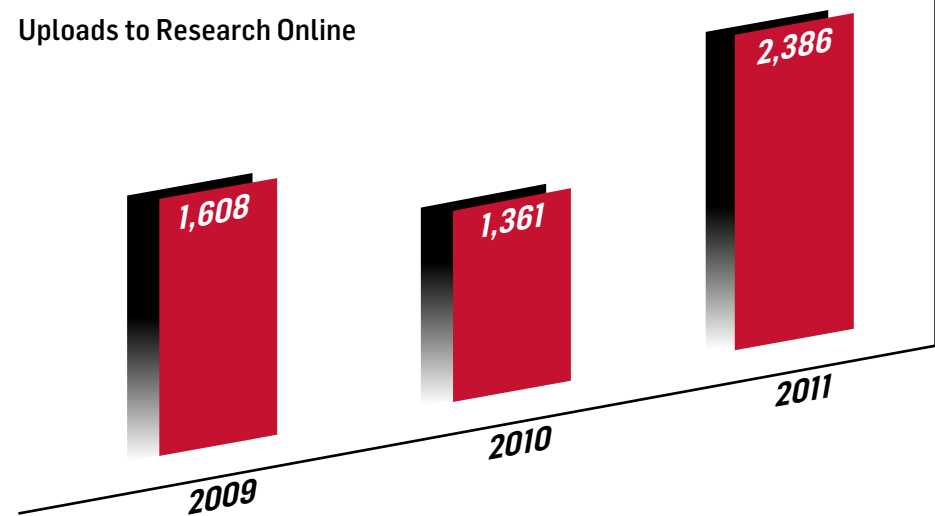## Goal: Excellence and innovation in research

Enhancing discovery of UOW research

The focus for Research Online (RO) in 2011 continued to be securing content. During the year a record 2,395 items were uploaded and 872,589 full text outputs downloaded with the 2 million total downloads landmark passed in February. The number of journals published through RO increased from 9 to 12, with the addition of the *Middle East Media Educator*, the *Journal of Student Engagement* and *Paper Rock*. A variety of new material was also added in the form of data collections, books, image galleries and conferences, plus the first collections from SMART, IMHRI and the Shoalhaven Marine and Freshwater Centre. To enhance online visibility, RO was harvested by Summon, WorldCat and the National Library of Australia's TROVE database. Regular export of content from the University's Research Information System (RIS) to RO began mid-year. Use of personal research pages was also expanded following user feedback.

Getting Datawise

Contribution to the national *Seeding the Commons* project for the Australian National Data Service (ANDS) was enabled through the UOW eResearch project - *Datawise*. Metadata expertise was provided through the secondment of a Library staff member to the project as well as post-project support. In total, 39 legacy datasets were selected for entry into Research Data Australia, a national database of research datasets. The datasets can also be accessed via Research Online.

Uploads to Research Online

- 2009: 1,608
- 2010: 1,361
- 2011: 2,386

Downloads from Research Online

- 2009: 516,890
- 2010: 724,424
- 2011: 872,589
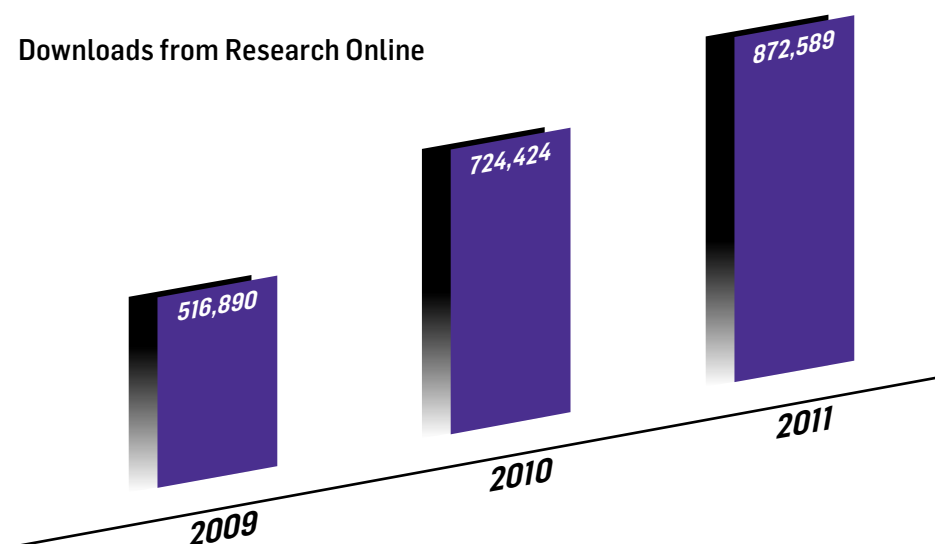
The Academic Outreach Librarian Team
From left to right:
Jeanetta Kettle, Kristy Newton, Lucia Tome, Rachel Bradley and Bernadette Stephens.

Reaching out

Faculty support models were reshaped to foster greater flexibility in responding to the research, teaching and learning needs of the University. A team-based approach to liaison support was introduced, with the primary contact being a delegated Academic Outreach Librarian. Building on the success of previous outreach initiatives, Academic Outreach 2011 focussed on better understanding the information and support needs of staff during the various phases of the research cycle. 546 academics participated in a one on one Outreach consultation resulting in a wealth of information to guide referral and connection to existing services and to drive ongoing improvement initiatives. Particularly pleasing was the strong interest shown in loading research outputs into Research Online with over 200 academics requesting publication support and over 30 seeking research data management services.

Online consultation request forms were introduced. Targeting higher degree research students and academic staff, the online lodgement of consultation requests assisted with the collection of important preliminary information used to choose the most suitable person to attend and prepare for the consultation, improving the quality of support that can be delivered to the client.

Staff contributed to assessment and understanding of institutional research productivity and global benchmarked performance through the interrogation of sophisticated bibliometric and citation analysis tools (e.g. InCites). A number of highly customised reports were prepared for the University Executive to support ERA 2012.

Support for research outputs

Citation data from Web of Science and Scopus was used to ensure the comprehensive capture of research outputs for 2010 Higher Education Research Data Collection (HERDC). 2,886 papers were entered into RIS for the 2010 HERDC period. Of these, 67% achieved a HERDC or Other HERDC compliant status.

Contribution to the University's Excellence in Research Australia (ERA) submission included:

> contacting over 200 new and existing UOW researchers to obtain information on publications for inclusion

> identification of nearly 1,000 additional research outputs published during the ERA reference period, (also sourced from the Web of Science and Scopus databases), entered into the Research Information System (RIS), and;

> verification against the ERA specifications.

Digital only theses

The transition to digital-only theses in 2011 included improving internal processes to significantly reduce the time between receipt and availability of a thesis in Research Online. The enterprise content unit created file structures within the University's Records Management System to enable long-term archiving of complete original HDR digital thesis files and documentation; eliminating the need for perennial print storage solutions in the Archives. Thesis files continue to be made available worldwide via Research Online.

To assist students in the transition to digital-only submission, a revised thesis declaration form was created to address issues with third party copyright (among other requirements), and recommendations for preferred multimedia formats are now provided to candidates from the Research Student Centre and via the Library website.

Library Consultations by Client Group 2011

155

546

256

553

- Academic Outreach
- Staff (L&T)
- HDR students
- Coursework students
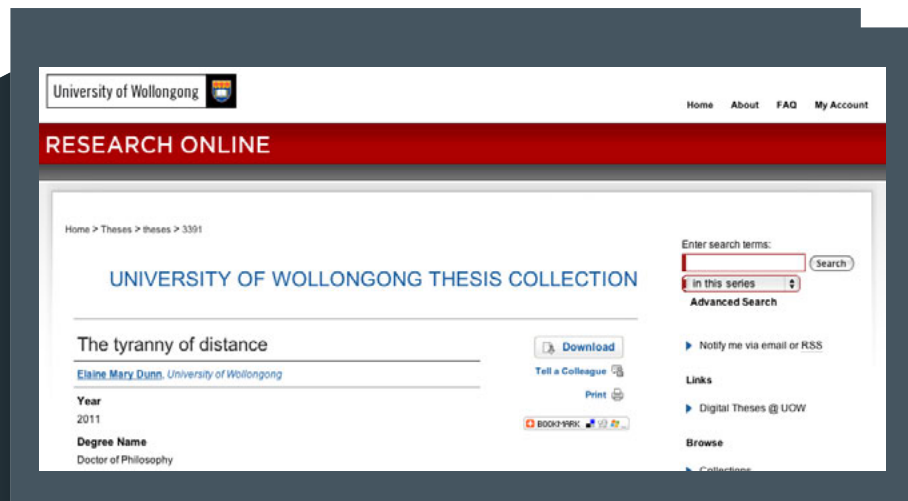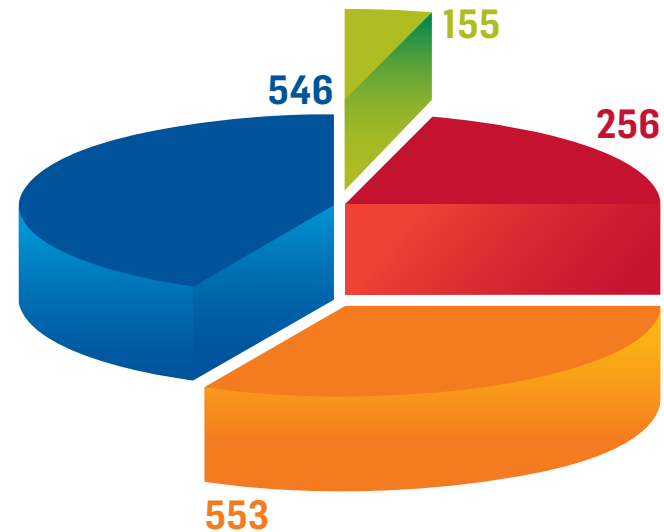
UOW Goal: An international University of choice

Setting the trend

The importance of the Library to the international student experience was tested through the International Barometer Survey. Results surpassed national and global benchmarks for satisfaction.

Benchmark Comparison

Legend:
- **Global ISB**
- **Australia ISB**
- **UOW ISB**
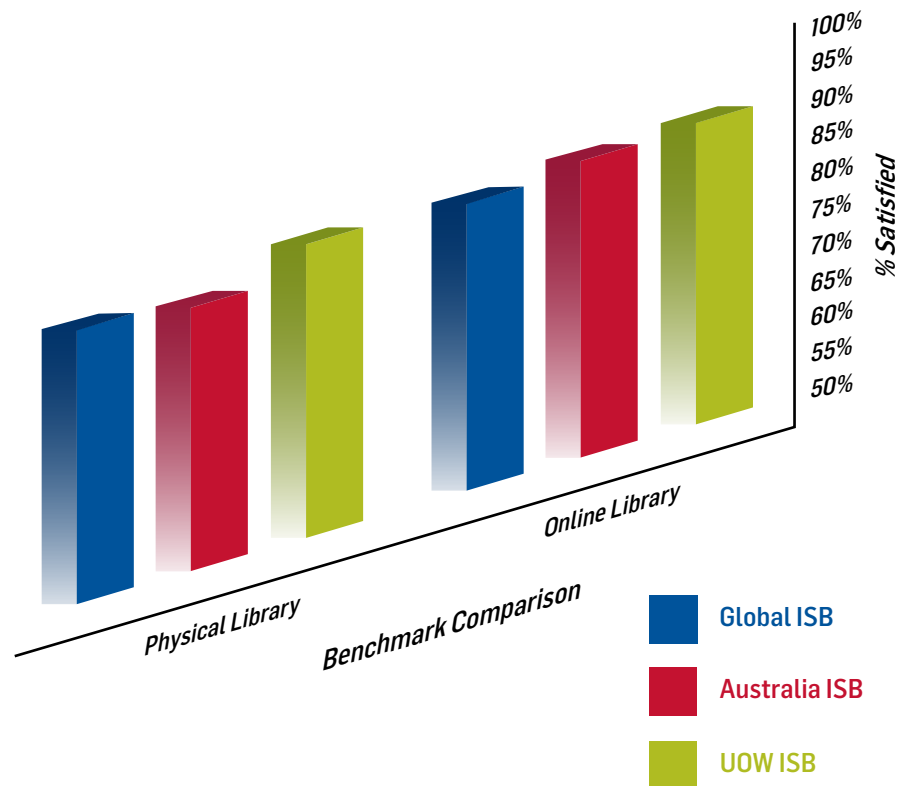
Assuring Quality

The success of the partnership between UOW and the INTI Education Group, Laureate International Universities was further evidenced in the establishment of a new partner, INTI Penang. Modelling the successful arrangements initially set up for INTI Subang, an assessment of library services and resources was conducted to ensure that minimum requirements and standards could be met. Interaction with key staff, both face to face and online assured that needs and expectations of all parties were shared. WebEx technologies proved effective in delivering induction and refresher training for our INTI library partners.

International visitors

> Deans from INTI Subang (Malaysia) representing the Commerce and Informatics faculties toured the Library and met with staff to discuss curriculum requirements

> A Indonesian group of visiting Leadership Fellows, affiliated with the ANCORS Centre, iC received an overview of resources and Library spaces

Forty-one blankets from 1148 squares created by staff of the Library and the University supported the Wrap with Love campaign.

UOW Goal: Partnerships that develop communities and an enterprising, engaged University

Supporting others to succeed in their communities

The Library has a strong commitment to serving and engaging with the community. Staff fundraising and other support activities were directed to: Indigo Foundation - a volunteer-run, independent Australian community development organisation which focuses on health and education. $1,892 was raised to support capacity-building projects in Afghanistan, India, Indonesia, Solomon Islands, Congo, Uganda and Australia.

Margie Jantti / UOW University Librarian (right) presenting a cheque to Sally Stevenson (left) of Indigo Foundation. The UOW Library staff raised $1,892 to support the foundation.

ALUMNI

In recognition of the importance of Alumni to UOW, concerted efforts were made to enhance benefits of the Alumni Library membership package. In addition to the Proquest alumni collection, new resources include the following fulltext resources:

> **Annual Reviews**
> Critical reviews of primary research literature in physical, biomedical and social sciences disciplines

> **Emerald Journals**
> Access to 160 journals in a number of subject areas including accounting, healthcare, management and marketing

> **OECD Library**
> Publications covering economics, development and statistical information from the Organisation for Economic Cooperation and Development.

> **Project Muse**
> Journal content from a range of respected publishers in the humanities, culture, social sciences, and mathematics

A proposal to introduce a Library Volunteering Program was endorsed by the UOW Executive.

Staff will be able to volunteer in the community for up to two days per year.

Exhibitions

> The Library provided the venue for the launch of the latest UOW Press title, 'A Kingdom of Place and Exile' by academic and Honorary Senior Fellow Dorothy Jones (English Studies).

> A month long exhibition, *The Book that Changed the World* was hosted in the Panizzi Room, in collaboration with the Australian Bible Society. 24 original bibles dating from 1495 to the present day were on display. As part of the exhibition experience, Dr John Harris, curator of the exhibition gave a public seminar titled 'The legacy of King James and his Bible'.

> 60th anniversary exhibition

> As part of the UOW 60th Anniversary exhibition, a number of speakers presented personal accounts of their memories and time at UOW. The sessions were recorded, indexed and cataloctgued into the Oral History collection in UOW Archives.

> Liaison Services staff delivered library sessions and tours to approximately 220 Year 11 students during the University of Wollongong's In2Uni Program.

1. UOW 60th Anniversary exhibition setup at the Panizzi Room library
2. The Book that Changed the World curated by Dr. John Harris **3.** Bill Parnell telling stories about the UOW 60th Anniversary exhibition **4.** Pictured at the book launch are (from left) guest speaker Professor Deirdre Coleman; Dean of Arts Professor Wenche Ommundsen; Dorothy Jones; and UOW Vice Chancellor Professor Gerard Sutton

Cathy-Lee Bell	Environmental Committee
Linda Cohen	UOW Social Club Committee NSW LA Users Group and Cataloguing Special Interest Group
Lynda Cooper	First Year Experience Working Party Quality Assurance Subcommittee
Donna Dee	Academic Staff Development Committee
Pam Epe	Course Approval Management Group
Margie Jantti	Academic Senate Deans & Senior Executive University Planning and Quality Committee AUQA Audit Advisory Committee Library Consultative Committee Elearning Project Control Group Council of Australian University Librarians
Clare Job	Environmental Committee NSW LA Users Group and Cataloguing Special Interest Group
Toni Lanyon	Teaching Facilities Sub-Committee
Jo-anne Lombardi	University Finance Users Group
Jen Lyons	International Student Experience Committee NSW Academic Medical Librarians Group
Ainsley Lynch	Student Communication Working Party
Michael Manning	Information Technology Forum Site Managers Forum
Irene Mar	Site Managers Forum

Lisa McIntosh	Research ICT Steering Committee Library Consultative Committee Research Project Data Working Group Course Approval Management Group
Lesley Ngatai	University Education Committee
Carolyn Norris	NSW LA Users Group and Cataloguing Special Interest Group Research Project Data Working Group
Michael Organ	Research Online Management Committee University Reconciliation Working Group ERA Working Group
Jeanetta Kettle	Board of Studies – Environmental Science
Alison Pepper	eLearning and Teaching Sub-Committee (eLTS)
Lucia Tome	Research Project Data Working Group
Carolyn Werner	Lifeline bookfair regular donators
Sandi Wooton	NSW LA Users Group and Cataloguing Special Interest Group
Liaison Librarians	Faculty Education Committees (FECs)
Outreach Librarians	Faculty Committees

	2009	%	2010	%	2011	%
Budget	$11,789,000		$12,276,000		$12,298,400	
Income	$648,000		$754,463		$770,000	
TOTAL	**$12,437,000**		**$13,030,463**		**$13,068,400**	

Allocations						
Information Resources Fund	$4,350,680	34.98	$4,350,680	33.39	$4,427,080	33.88
Salaries	$6,425,634	52.04	$6,522,207	50.05	$6,707,087	51.32
Equipment & Operational	$1,278,556	10.28	$1,315,222	10.09	$1,446,970	11.07
TOTAL	**$12,437,000**		**$12,188,109**		**$12,581,137**	

Expenditure						
Information Resources Fund	$4,718,899	37.94	$4,942,733	37.93	$5,217,511	39.92
Salaries	$6,186,655	49.74	$6,275,699	48.16	$6,681,471	51.13
Equipment & Operational	$1,521,754	12.24	$1,169,873	8.98	$1,153,062	8.82
TOTAL	**$12,427,308**		**$12,388,305**		**$13,052,044**	

Significant acquisitions - journals

Cambridge University Press Journals Archive	A collection of 183 titles including: *Behavioral and Brain Science, British Journal of Nutrition, Bulletin of the Australian Mathematical Society, Cambridge Law Journal, China Quarterly, Epidemiology and Infection, Geological Magazine, Journal of Fluid Mechanics and Psychological Medicine.*
Elsevier Journals Archives	Backfile access to an additional 250 titles from this publisher, including: ***Earth & Planetary Sciences*** *Atmospheric Environment, Earth & Planetary Science Letters, Geomorphology, Marine Pollution Bulletin, Quaternary Science Reviews, Sedimentary Geology and Water Research.* ***Energy & Power*** *Applied Energy, Combustion and Flame, Fuel and Journal of Power Sources.* ***Inorganic Chemistry*** *Coordination Chemistry Reviews, Inorganica Chimica Acta, Journal of Inorganic Biochemistry and Journal of Organometallic Chemistry.* **The Lancet** Covers the period from Vol 1 (1823) through to 1994.
Neuroscience	*Behavioural Brain Research, Brain Research, Cell Differentiation and Development, Neuroscience, Psychiatry Research and Schizophrenia Research.* **Geological Society Special Publications Archive** Covers Vol 1 (1964) through to Vol 300 (2008).
***Informa* Healthcare Archive**	149 journal titles including: *Archives of Physiology and Biochemistry, Australian and New Zealand Journal of Psychiatry, Endocrine Research, International Journal of Food Sciences and Nutrition, Journal of Mental Health, and Medical Teacher.*
Lecture Notes in Computer Science 1973-1996 Archive	1,100 additional volumes complementing front-file collections.
Lippincott Williams and Wilkins Definitive Archive Collection	Over 300 journal titles including: *American Journal of Forensic Medicine & Pathology, Exercise and Sports Sciences Reviews, Journal of Human Virology, Journal of Hypertension, Journal of the American Academy of Child & Adolescent Psychiatry and Soil Science.*
Nature Archive 1950-1986	
Taylor & Francis Journal Archives	Access to over 85 titles from this publisher.
Wiley Blackwell Journal Archive Collections	Over 300 journal titles in the fields of biology, business & management, communications technology, electrical & systems engineering, education, general medicine, materials science, nursing and psychology. Includes: *Accounting and Finance, Annals of the New York Academy of Sciences, Australian and New Zealand Journal of Public Health, British Journal of Industrial Relations, European Journal of Clinical Investigation, Ibis, International Journal of Consumer Studies, Literacy, Materials and Corrosion and Polymer Composites.*

New eBOOK Collections

Emerald Business, Management and Economics 2011	Updated the 2010 collection with an additional 60 titles.
Emerald Social Sciences Collection 1998 - 2011	300 titles in over 40 different book series, in the fields of education, healthcare management, politics, sociology and public policy.
International Maritime Boundaries Online	An online reference resource updating existing print holdings

The Library commenced 'Supporter Membership' for the BioMed Central suite of over 200 biology, medicine and chemistry open access journals. The Membership allows UOW researchers a 15% discount on the Article Processing Charge (APC) for publishing in BioMed Central journals, including 80 with impact factors tracked by Thomson Reuters (ISI). 13 papers were published by UOW researchers in 2011, including two 'highly reviewed' papers.

imagine
you have access to 6,000,000+ books

BONUS+

BONUS+ expands UOW print collection by 6 million items

BONUS+, an Australasian resource sharing scheme of 11 university libraries who have partnered together to share hard copy resources, was launched mid-year. Fully integrated into Library's discovery systems, students and staff can view and request from over 6 million items; significantly augmenting the half a million volumes held at UOW. The service has proven particularly effective for sharing both high demand core texts and also less common items held within specialist library collections. Since its launch 2,538 items were delivered to students and staff.

BONUS+ expands its service
Chris Beazley and Ian Brown (EDUC)

ArticleReach

Late in 2011, the Library joined the ArticleReach journal article sharing consortium, providing UOW staff and students with an unmediated service for obtaining articles not held at UOW. The ArticleReach group comprises 3 Australian university libraries and 7 international libraries.

REQUEST JOURNAL ARTICLES FROM AROUND THE WORLD
CONNECT: ARTICLE REACH

Article Reach members

> Australian National University
> University of Sydney
> University of Technology Sydney
> California State University, Long Beach
> Centre for Research Libraries
> Michigan State University
> Georgetown University
> University of Glasgow
> University of Liverpool
> Washington State University
> Washington State University in St Louis
> Wayne State University

Digitisation

Content Pro, an open access digital collections management system (http://encore. library.uow.edu.au/iii/cpro/) provided a platform for the discovery of content from the University Archives. Over 630 items, from 10 collections were digitised, including:

> World War I letters and postcards
> Turn of the century photographs from the Weber and Harris collections
> Audio and video material relating to the Mount Kembla mining disaster of 1902
> Audio recordings and images showcasing the Cochrane Papua New Guinea (D160) archival collection.

The Mount Kembla Mining Heritage Committee received a National Library Community Heritage Grant to conduct a significance assessment on the Mount Kembla Mine Disaster historical material held in collections across the Illawarra, including: the UOW Archives Stuart Piggin Mount Kembla Disaster Collection, the recently digitised Disaster Royal Commission report, as well as several other collections. Archives staff now have digital access to the complete contents of this important local collection. This project has significantly improved access for researchers from within UOW and the broader community.

Much was done to support the University's 60th Anniversary events including:

> Loading over 1,000 images, showcasing the rich and varied range of UOW historical photographs to Flickr for community tagging
> Sourcing of archival content for the publication 'Regional icon, global achiever: a history of the University of Wollongong 1951-2011' by Nick Hartgerink, celebrating the history of the University and marking achievements under the leadership of the Vice-Chancellor, Prof. Gerard Sutton
> Digitising selected content from local news reels and transcripts, dating into the 1970's, and the creation of an electronic index of the WIN TV film reels.
> Working with the Office of Community and Partnerships to develop an online timeline of the University of Wollongong from 1951 www.dipity.com/uow/UOW-60th-Anniversary
> Integrating image holdings from the UOW Media Unit into the Archives' University Photograph Collection.

Over 177,320 pages of pre-2009 UOW print theses are now scanned and available in full text on Research Online, as part of the retrospective theses digitisation project. 133 new digital theses were loaded into the University's Records Management System.

Donations

Former Australian politician, David Campbell (1987 – 2010: Member of the New South Wales Legislative Assembly for Keira, Lord Mayor of Wollongong, Minister for the Illawarra, Minister Regional Development, Minister Small Business, Minister Water Utilities, Police Minister and Minister for Transport in the NSW Government) donated a collection of 34 political cartoons, by artists: Vince O'Farrell, Alan Moir and Paul Zanetti. The collections mark the many and various events in his long political career.

History academic, Ms Josie Castle, donated her collection of research notes and oral history interview recordings relating to her writings of the histories of the University, Wollongong Hospital and the Wollongong region.

The Archives received the original Australian flag which flew outside the Wollongong Institute of Education (former Teachers College). The flag was donated by Mr John Lajoie, who for many years was the caretaker at the Institute.

A rare book "The Voyage of Governor Phillip to Botany Bay: with an account of the establishment of the colonies of Port Jackson and Norfolk Island" published in 1789, was donated to the University by Mr B. Becarevic.

The complete set of historical Coal Industry Tribunal determinations from 1941-1995 was donated by BHP Billiton Illawarra Coal. This 50 volume set complements existing mining related archives and collections and historical coal mining related government publications. UOW Library is the second Library in Australia to hold this title.

The Archives received two new publications in commemoration of the 50th anniversaries of campus sporting clubs:

> 'Those Magnificent Men: A Proud History (1962-2011)' by Glenn McGuinness, an updated edition of the history of the University Rugby Union Club and the associated Wollongong Teachers College Club, originally published in 2006.

> 'From Stone Motherless Last: A Half-Century of University Cricket at Wollongong' by Chas Keys, a history of the University Cricket Club.

The Archives was also presented with several important items of Cricket Club memorabilia by club members Chas Keys and John Pemberton – including an early club cap and a club vest, and the official 'Stone Motherless Last Trophy' presented by Club Foundation Members to mark the Club's 21st anniversary in 1982.

Cricket Club Memorabilia
Susan Jones / University Archivist (middle) with Chas Keys (left) and John Pemberton (right)

Assuring data quality

The Library has commenced a project to establish preferred names for UOW personal and corporate authors to overcome problems caused by name changes and departmental re-organisations, and multiple names used by researchers when publishing. The Library is one of two libraries testing a new service offered by the National Library of Australia to enable UOW to share its institutional expertise using name authority records in the Libraries Australia database.

This project also supports the People Australia project by providing the necessary metadata to enable Trove to allocate persistent identifiers to UOW researchers, thus contributing to eResearch imperatives, such as the ANDS Seeding the Commons project. Name authorities will also be used in Research Online.

Creative Commons licenses

The Library started to apply Creative Commons licenses to Library-generated content, such as the Summon Help guide and Archival digital collections, as a result of receiving a number of queries from external parties requesting permission to reuse this content.

	2009	2010	2011
Facilities and Equipment			
Library visits - Main Library	1,500,176	1,602,895	1,555,725
Library visits - CRC	70,809	70,540	60,900
Library vists - Shoalhaven	26,371	31,490	28,146
Group Study Room Bookings	8,255	8,977	21,094
Laptop loans	9,463	16,240	19,481
Seats/Study spaces	1,218	1,291	1,291
Collection			
Books (print)	533,465	545,624	518,873
Books (electronic)	9,374	60,000	113,235
Journals titles	62,679	79,000	92,255
Research Online (digital repository)	5,036	6,397	8,792
Resource Sharing			
Items received	10,363	10,158	7,092
Items supplied	2,126	1,848	1,696
Intercampus supplied	731	919	606
Article Reach			221
BONUS + (supplied)			2,200
BONUS + (received)			2,477

	2009	2010	2011
Resource Usage			
Loans - Main Library	370,955	356,730	251,258
Loans - CRC	39,198	34,905	29,093
Loans - Shoalhaven	13,078	15,588	12,389
eReadings downloads	111,864	121,166	118,365
Research Online downloads	516,890	724,424	872,589
Library web visits	939,108	1,325,157	1,767,708
Information and Research Help			
Roving assistance	5,208	5,101	4,129
Information desk	26,397	27,852	20,102
Research Help	16,964	14,717	12,575
Shoalhaven	6,941	6,744	6,449
Email a Librarian	998	1,081	1,670
Academic Support for Graduate Qualities			
Students attending Information Literacy Classes	20,167	19,312	12,364
Consultations	1,196	1,276	964

Members of the New Professionals Network

33

UOW Goal: Versatile, collaborative and creative staff

Getting noticed in all the right places

2011 was a big year for showcasing the achievements and initiatives of staff in numerous forums, including national and international conferences:

> University of Sydney Research Data Management Policy Summit – *University of Wollongong Library, eResearch and the ANDS Seeding the Commons Project* (Carolyn Norris)

> ANDS NSW & ACT Outreach Community Event, Sydney - *University of Wollongong ANDS Seeding the Commons Project: lessons learned* (Carolyn Norris)

> ALIA National Library and Information Technicians Conference - *Competency Based Training @UOW Library: responding to client needs* (Donna Dee, Cathy Messer, Beth Peisley)

> CCA-EDUCAUSE Australasia - *Enhancing the Student Experience for Transitioning Students* (Lynda Cooper)

> ALIA 5th New Librarians Symposium – *Developing our careers, transforming ourselves: the UOW New Professionals Network* (Amy Hardy, Jen McLean, Kristy Newton, Mel Thompson, Kim Williams)

> 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services – *Capturing Business Intelligence Required for Targeted Marketing, Demonstrating Value, and Driving Process Improvement* (Brian Cox, Margie Jantti) and *Leadership competencies: a reference point for development and evaluation (case study)* (Margie Jantti and Nick Greenhalgh)

Publications

> Dee, D., Messer, C. Peisley, B. (2011), 'A new perspective on client services: From on-the-job to structured competency-based training. The University of Wollongong Library experience, a descriptive case study', *Journal of Organisational Transformation and Social Change*, 8:3, pp. 281-296

> Organ, M., Aziz, N. & Nemcik, J. (2011), 'Improving access to Underground Coal Operators' conference papers through Research Online, in N. Aziz, B. Kininmonth, J. Nemcik & T. X. Ren (eds), *11th Underground Coal Operators' Conference*, University of Wollongong, Wollongong, pp. 390-407.

Growing leaders from within:

Lynda Cooper and Brian Cox participated in the multi-week UOW Senior General Staff Leadership Program. Lisa McIntosh participated in the residential CAUDIT Leadership Institute; a first for UOW. The Internal Coaching Network commenced, with a particular focus on building the skill and competency of the 'coaches'.

Reshaping for the future

Two of the three Library divisions were reviewed with the aim of creating an increasingly agile, responsive and talented workforce aligned to the Vision and University goals.

A new model for managing scholarly content

The Resources Division, responsible for the acquisition of and access to scholarly content, undertook a major analysis of services, processes, systems and skills to achieve the following objectives:

> streamlined internal processes for core services, taking advantage of outsourced services
> improved alignment between existing services
> increased capacity to incorporate new services where required
> reconfigured work structures to provide balanced support for processing local (UOW) outputs and external content.

Staff played an active role in think tanks, skills mapping, and the identification of work preferences against a skills matrix. A new divisional structure was endorsed, with implementation to commence in 2012.

Vision for resources:

Integrated intuitive systems that support timely and efficient resource delivery for clients and enable staff to optimise their skills and expertise:

> In the capture, digitising, describing, curating, preserving and exposing UOW research collections;

> In creating and applying parameters for the application of (new) standards in processing incoming (external) data.

Reaching out through Client Service

Two teams within the Client Services Division were also transformed. The structural change in the Liaison Services Team resulted in a three distinct support models: Academic Outreach, Learning Technology and Metrics and learning, teaching and research services for students and staff. The structure was designed to be flexible and inclusive, to deliver services tailored to the needs of the University.

The Client Services Team examined existing services to identify efficiencies and opportunities to modify, adapt or create services to better meet point-of-need requests such as borrowing, locating information and accessing essential course readings. Trials of a single service point and self-service holds proved successful and will guide the full implementation of new service models throughout 2012.

Rewarding Excellence

Staff nominated their peers for a range of awards aligned to the Values.

Library Executive Committee Award

A Project Team (Toni Lanyon, Karen Lunt, Cathy Messer, Anne Brown) was recognised for their outstanding efforts for implementation of the resource sharing scheme known as BONUS+. The scope and scale of the project included: systems configuration, policy development and modification, staff training, establishment of new work spaces, workflows and processes, intercampus delivery postal logistics and communication and marketing.

The Project Team
Cathy Messer, Margie Jantti / University Librarian, Toni Lanyon, Anne Brown and Karen Lunt

People First Award

Barbara Morgan, Client Services Officer was recognised for her commitment to providing exceptional service to others. A highly valued member of the casual staff pool, her citation noted her willingness to share her exceptional knowledge of services, particularly in supporting new staff.

Initiative and Innovation Award

Brian Cox, Quality and Marketing Manager was recognised for his ground-breaking work in the creation of the Library Cube; aimed to provide a rich and compelling story on the student experience and the value and impact of libraries on student academic performance.

People First Award
Margie Jantti / University Librarian and Barbara Morgan

Initiative and Innovation Award
Margie Jantti / University Librarian and Brian Cox

Initiative and Innovation Award
Margie Jantti / University Librarian and Carolyn Norris

Carolyn Norris was acknowledged for her significant contribution to building research data management practices within the University and for assisting the Library in understanding its role in this area. Through her work in capturing research data collection information, the University became an early contributor to the ANDS Research Data Australia database.

Rita Rando Merit Award

Karen Lunt's strengths are in her ability and determination to solve problems by looking for practical solutions within available product and system specifications, proved to be a vital asset for the successful implementation of the BONUS+ service; a key goal for 2011. Her expanded and enhanced knowledge of systems capability also influenced excellent work practices in other teams, where significant efficiencies and process improvements were achieved as a result

Rita Rando Merit Award
Margie Jantti / University Librarian and Karen Lunt

Conferences attended
2011 Perspectives on Metrics-based Research Evaluation
5th ALIA New Librarians Symposium
9th Northumbria International Conference on Performance Measurement in Libraries and Information Services
ACOC (Australian Committee on Cataloguing) Seminar 2011
ALIA Health Professional Development Day
ALIA Information Online Conference
ALIA National Library & Information Technicians Conference
CAIRSS (CAUL Institutional Repository Support Service) Community Day
CAUDIT (Council of Australian University Directors IT) Leadership Institute
CAUDIT Learning Spaces Study Tour
Digital Information Management conference
CCA-EDUCAUSE Australasia
eResearch Forum
Learning Commons Development + Design Forum
Libraries Australia Forum
m-Libraries Conference
Navigate 2011 Equella User Conference
PR3.0 Web 3.0 and the future of social media: PR and communication
Research Data Management Policy Summit 2011

Rebecca Daly / Manager Resources

" During 2011, I was fortunate to be seconded to the position of Associate Librarian, Resources for a period of 7 months. This accelerated development opportunity came at a period of significant change for the Resources Division so as well as forming an understanding of the key responsibilities of the role I was also involved in recommending and framing initiatives such as improved document delivery practices and a structural review of the Resources Division. Being part of the Library Executive Team gave me the opportunity to learn new communication skills, work with other staff within the Library and significantly broaden my networks within and outside the University, resulting in a "bigger picture" view of the organisation. Overall the experience, knowledge and skills gained will allow me to be better equipped to undertake the business activities of my substantive position as well as provide me with greater confidence in contributing to future strategic planning within the Library.

Library Executive

Jantti, Margie	University Librarian	BA (Lib Info Sci), MBA, AALIA
Cairns, Neil	Associate Librarian, Technology	BA, Dip Lib
McIntosh, Lisa	Associate Librarian, Resources	BA (Lib Info Studies), AALIA
Ngatai, Lesley	Associate Librarian, Client Services	MAdEd

Administration

Batten, Laura	Library Professional Cadet	BA (Hist)
Dee, Donna	Manager, Workforce Planning & Development	BA (Lib Info Studies), Dip FMgmt
Greatz, Kirsty	Administration Officer	Cert IV Bus Admin
Jones, Catherine	Library Professional Cadet	Cert IV Bus Mgmt
Lombardi, Jo-anne	Manager Administration	Dip FMgmt, ATEMM
McLean, Jennifer	Library Professional Cadet	BA, MInfoStud (Lib)

Resources

Daly, Rebecca	Manager Resources	BA, BAppSci (LibInfo Mgmt), Postgrad Dip Info Arch, Masters (Info Arch)
Access Services Team		
Bevilacqua, Debbie	Access Services Officer	Cert III Lib & Info Services
Chandler, Margaret	Access Services Officer	Assoc Dip Arts (Lib Prac), BA
Cohen, Linda	Cataloguer	BA, DipBus, Grad Dip (Info Studies), Cert IV in Govt, Dip BkEd&Pub, AALIA
Baker, Liz	Team Leader, Access Services	B Sp Sc (Ex Sci), Grad Dip Info Mgt

Duggan, Lara	Access Services Officer	BA
Giesajtis, Andrew	Access Services Officer	BMath, Assoc Dip (Lib Prac), Grad Cert AppSc (LIM), AALIA
Job, Clare	Access Services Officer	Dip Lib & Info Sci
Norris, Carolyn	Cataloguer	BA, AALIA
Pinkerton, Fran	Access Services Officer	
Wooton, Sandi	Cataloguer	Assoc Dip (Lib Prac)
Collection Services		
Benny, Kerry	Collection Services Officer	
Brbevski, Afrodita	Collection Services Officer	Assoc Dip (Lib Prac), Advanced Certificate (Office Administration)
Brown, Anne	Team Leader, Collection Services	Dip FMgmt, Cert IV (Lib & Info Services)
Carlisle, Fiona	Collection Services Officer	MA (Hons) Hist, Dip Lib
Colwell, Susanna	Collection Services Officer	Assoc Dip (Lib Prac)
Crichton, Lindi	Collection Services Officer	
Dovern, Kirsty	Collection Services Officer	Dip Lib & Info Serv
Kitchener, Heather	Collection Services Officer	Assoc Dip (Lib Prac)
Moreno, Nina	Collection Services Officer	
Ollerenshaw, Sonya	Collection Services Officer	Assoc Dip (Lib Prac)
Werner, Carolyn	Collection Services Officer	Cert IV (Lib & Info Services)
Collection Development		
Clark, Nadine	Records and Content Management Officer	B.Teach, BEd, MA (Info Stud.)
Drummond, Stephanie	Collection Development Officer	Dip Lib & Info Sci
Epe, Pam	Manager Collection Development	BA, AALIA
Grant, Neil	Electronic Services Librarian	BA, Dip Lib, Grad Dip Lib
Copyright		
Broadhead, Noel	Copyright and Digitisation Officer	Bed, MEd
Repository Services		
Organ, Michael	Manager Repository Services	BSc (Hons), Dip Arch Admin

Client Services

Beazley, Chris	Client Services Officer	
Bell, Cathy-Lee	Client Services Officer	Dip Lib & Info Services
Burling, Yvonne	Fines and Membership Officer	
Fletcher, Helen	Curriculum Resources Centre Officer	Lib Prac Cert (Hons), ALIATec, Adv Dip Arts, BA (ArchPal)
Hogan, Louise	Short Loans Officer	Cert III Lib & Info Services, Cert IV FMgmt
Israel, Sue	Client Services Officer	Cert IV Lib & Info Services
Long, Danica	Client Services Officer	
Messer, Cathy	Casual Staff Coordinator	Cert IV (Lib & Info Services)
Pemberton, Kim	Client Services Officer	Dip Lib & Info Services ALIATec
Swire, Michael	Shelving Coordinator	Dip Lib & Info Services, ALIATec (CP)
Wales, Christine	Team Leader, Client Services	BA (Hons), Grad Dip Info & Lib Studies, Grad Dip Info Tech, Assoc Dip (Lib Prac)

Liaison Services

Bradley, Rachel	Outreach Librarian	B. App. Sci. (LIM)
Brindle-Jones, Cheryl	Liaison Librarian, Humanities	BA (ILib & Info Sci), Assoc Dip (Lib Prac), AALIA
Cooper, Lynda	Manager, Liaison Services	BA, Grad Dip Lib & Info Mgt, Cert IV Workplace Assessment and Training, AALIA
Dodd, Vicki	Liaison Librarian, Humanities	BSc, Grad Dip IM-Lib
Hardy, Amy	Health Reference Librarian	BA (Lib & Info Sci)
Hill, Allison	Liaison Librarian, Humanities	BA (Lib & Info Sci), Assoc Dip (Lib Prac)
Jones, Susan	Archivist	BA, Grad Dip (Lib & Info Sci), AALIA
Kettle, Jeanetta	Outreach Librarian	BA, DipEd, Grad Dip (Info Stud)
Lyons, Jen	Medical Librarian and Team Leader, Sciences	BA, Grad Dip Info Mgmt Lib
Meldrum, Annette	Liaison Librarian, Sciences	BA (Lib & Info Sci), ALTC
Newton, Kristy	Liaison Librarian, UOW College	BA (Hons), Grad Dip App. Sci (LIM), M.App. Sci. (LIM), Cert IV Fine Arts
Peisley, Beth	Liaison Librarian, Sciences	Dip Teach, Grad Dip App Sci
Pepper, Alison	Law Librarian and Team Leader, Humanities	BA Hons (Lib & Info Sci)
Riggs, Michelle	Learning Support Librarian	BTech (F&A Chem), Grad Dip (Info Stud)
Stephens, Bernadette	Outreach Librarian	BA (Lib & Info Sci), MAppSci (LIM), AALIA
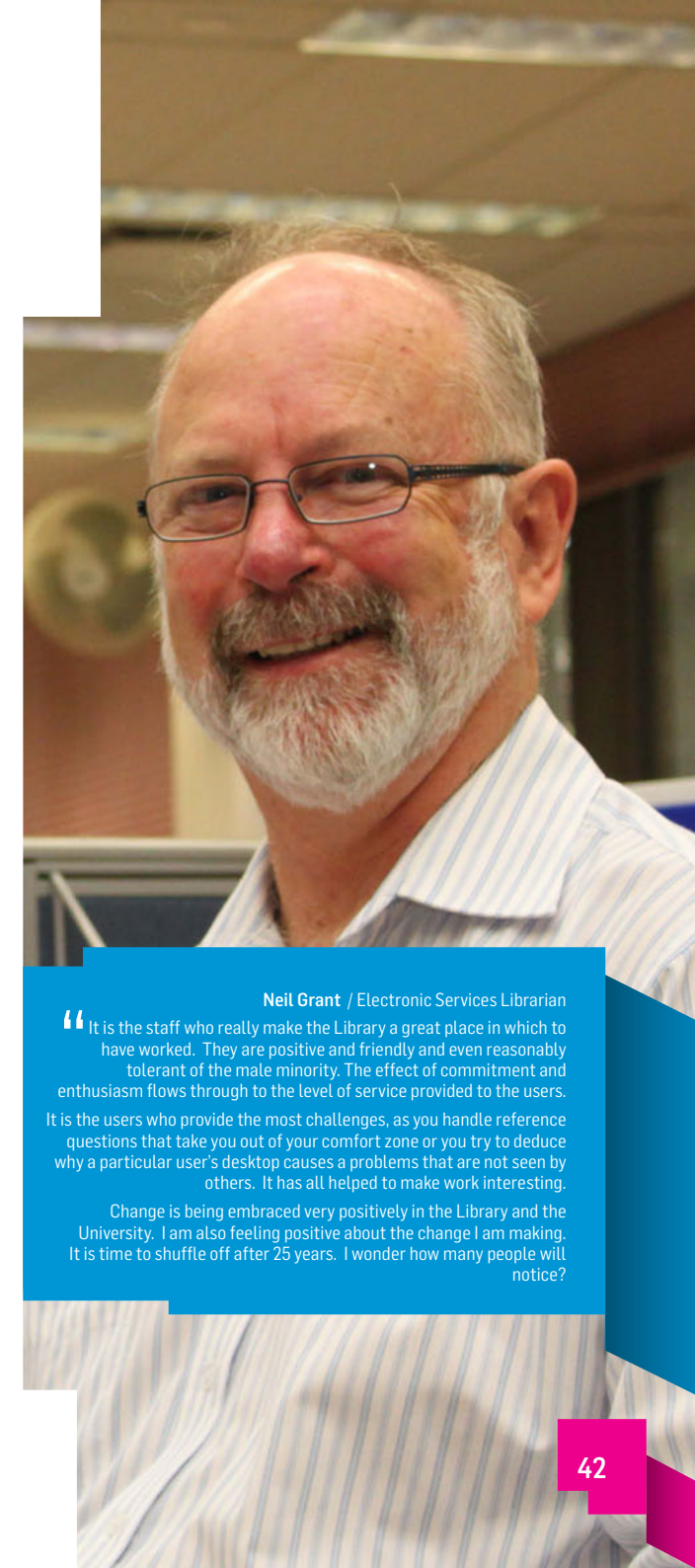
Neil Grant / Electronic Services Librarian

" It is the staff who really make the Library a great place in which to have worked. They are positive and friendly and even reasonably tolerant of the male minority. The effect of commitment and enthusiasm flows through to the level of service provided to the users.

It is the users who provide the most challenges, as you handle reference questions that take you out of your comfort zone or you try to deduce why a particular user's desktop causes a problems that are not seen by others. It has all helped to make work interesting.

Change is being embraced very positively in the Library and the University. I am also feeling positive about the change I am making. It is time to shuffle off after 25 years. I wonder how many people will notice?

Thompson, Melanie	Liaison Librarian, Sciences	BA, Grad Dip Info Mgt
Tome, Lucia	Research Training Librarian and Team Leader, Outreach	BA (Lib & Info Sci), Assoc Dip (Lib Prac)
White, Elizabeth	Liaison Librarian, Humanities	BA, Grad Dip Lib
Williams, Kimberley	Online Support Librarian	BA (Hist), MAppSci(LIM)

Shoalhaven campus

Kjar, Silla	Librarian, Shoalhaven	BA, Grad Dip Info & Lib Studies
Anderson, Cathy	Manager, Shoalhaven Library	BA, Dip Ed, Grad Dip Info Mgt
David, Christine	Information Services Officer	Assoc Dip Library Practice

Planning and Human Resources

Cox, Brian	Manager Quality and Marketing	BA (Hons)
Lynch, Ainsley	Promotions and Partnerships Coordinator	B Comm (Mkting), BSc (Psyc)

Technology Services

Kew, Audrey	Technology Support Officer	Assoc Dip Arts (Lib Prac)
Lanyon, Toni	Team Leader, Technology Services	Cert IV in Business (FMgmt)
Lunt, Karen	Systems Librarian	BA, Lib Info Sci, MLib
Manning, Michael	Manager Technology Development	BSc (Hons), MSc, MLS, Grad Dip Computing, MICT
Mar, Irene	Web Development Officer	BA, Grad Dip Ed, Assoc Dip (Lib Prac)
Rice, Anthony	Computer Systems Support Officer	Cert IV (IT)

Library Consultative Committee

Committee Members

Chairperson	Ms Margie Jantti	University Librarian
Secretary	Ms Lesley Ngatai	Associate Librarian, Client Services
Ex officio	Prof Rob Castle	Deputy Vice-Chancellor (Academic)
Academic Services Division	Mr Ray Stace	CASR
Sydney Business School	Ms Lauren Richardson	Sydney Business School Innovation Campus Librarian
UOW College	Ms Lynette Harris Mr Henry Lee	Campus Director

Faculty representatives

Arts	Dr Tony Simoes da Silva Dr Debra Dudek	Associate Dean Sub Dean
Crreative Arts	Dr Jon Cockburn	FEC Chair
Commerce	A/PR Michael Zanko	Associate Dean
Education	A/PR Ian Brown	Associate Dean
Engineering	Dr Vinod Jayan Sylaja	Civil Mining and Environmental Engineering
Graduate School of Medicine	Mr Darryl McAndrew	
Health and Behavioural Science	Dr Karen Walton	
Informatics	A/PR Graham Williams	Deputy Dean
Law	Ms Margaret Bond	
Medical Research Institute	Ms Sue Baker-Finch	
Science	A/PR Paul Carr	Associate Dean