




**LA TROBE**  
UNIVERSITY

*Structuring for strategic partnership: A new focus for library learning, teaching and research services*

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## About La Trobe University

# La Trobe University, Australia

- Established in 1964
- More than 35,000 students (26,000 EFT)
- 22% are postgraduates
- 23% are international
- Main campus in Melbourne; 4 regional campuses in Victoria



# University vision



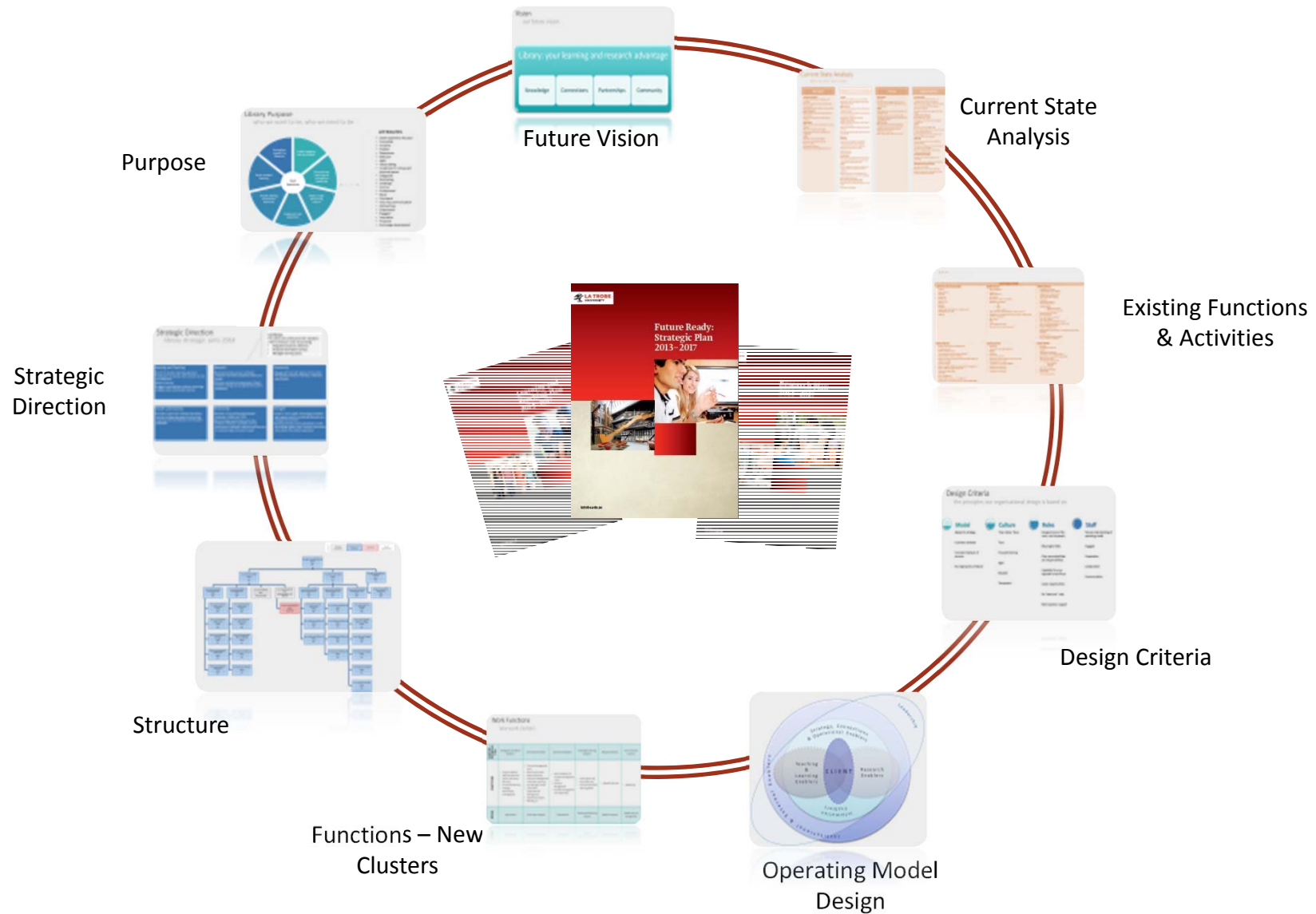


## Aligning library structure and university vision

## 2013 – Library structure based on library functions and campuses



# 2014 - Library restructure - organisational design process



## 2015 – Library structured based on University strategy





## Principles for our new teams

- Focus on university goals
- Work across library to achieve goals
- Flexible, work in a fluid environment
- Specialist expertise
  - equipped to deliver the best possible services



## Outcomes of an aligned structure

- Focus on partnerships
  - Services organised according to their relevance to University goals
  - Creates opportunities for new roles
  - Leverages existing expertise and relationships
- Focus on Frameworks
  - Strategic overlay for teams
  - Guiding principles and theoretical approaches
  - High-level service directory

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# Library Learning and Teaching Partnership Framework

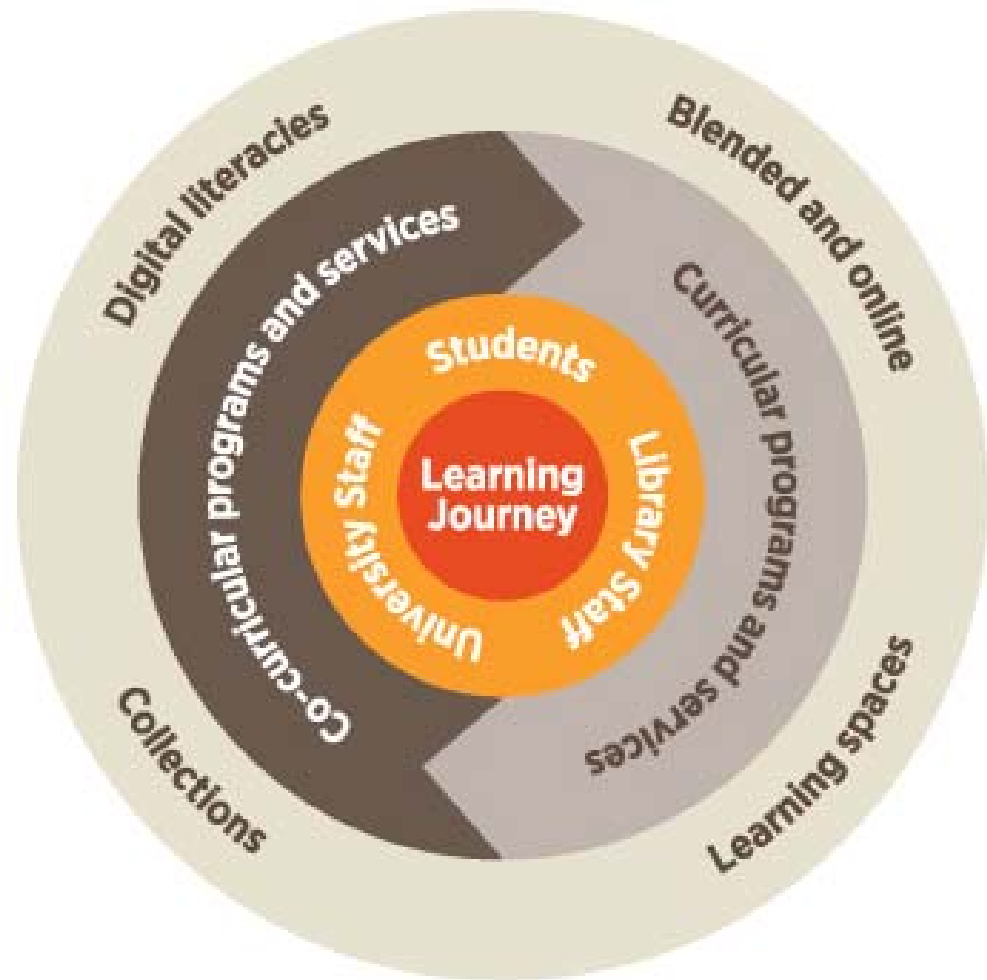
## Focus on learning and teaching partnerships

- Partnerships that provide students with:
  - the opportunity within the curriculum to develop digital literacies;
  - support to develop digital literacies independently of curriculum activities;
  - easy and ready access to relevant resources and collections;
  - access to a range of Library learning spaces.



# Library learning and teaching partnership framework

- Learning journey
- People
  - Curricular
  - Co-curricular
- Programs and services
  - Curricular
  - Co-curricular
- Expertise
  - Pedagogy
  - Elearning
  - Learning spaces
  - Collections



## Understanding curricular services and programs

- Services, resources and information/digital literacy programs embedded as part of curriculum design
- Information literacy learning activities tailored to subject intended learning outcomes and assessment





## Understanding co-curricular services and programs

- Training programs for transferable and generic digital literacy skills
- Library advice and help that is independent of the curriculum – online or face-to-face



## Library Learning & Teaching Partnership Framework in action



# Curricular services – partnerships and collaboration

## Learning advisors

- Liaison, communications, relationship building
- Curriculum design projects
- elearning development
- Blended program delivery
- Resources, collections, reading lists
- Evaluation



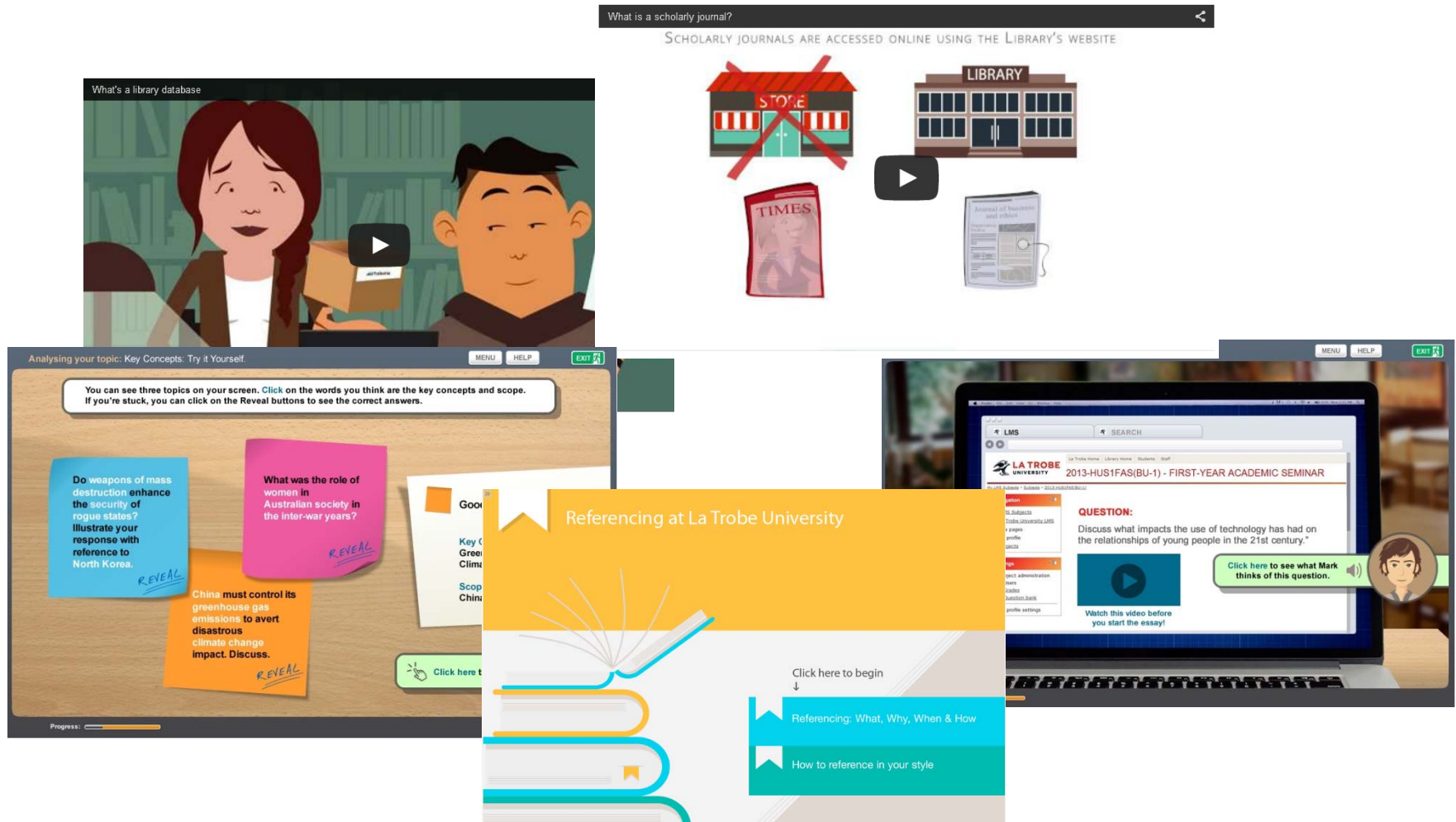
# Library elearning blueprint

- High quality elearning
- Interactive and engaging
- Active learning
- Thoughtfully designed
- Relevant to discipline

The image shows the cover of a report titled "Digital Future Digital Learning Strategy 2015-2017" from La Trobe University. The cover features the university's logo and a photograph of students in a library setting. Overlaid on the cover is a "Library eLearning Blueprint 2015-2016" map. The map is a hierarchical flowchart with the following structure:

- Library eLearning Blueprint Map**
  - 1. 100% generation**
    - 1.1 Available library - 24/7/365
    - 1.2 Connect with opportunities in colleges & libraries
  - 2. Proven assessment - Digital Experience index**
    - 2.1 Performance indicators
    - 2.2 Specific measures
    - 2.3 Success in residential projects
  - 3. Action**
    - 3.1 Embedding in curriculum
    - 3.2 Embedding in research
    - 3.3 Success in residential projects
  - 4. Impact**
    - 4.1 Long-term educational projects
    - 4.2 Embedding in research
    - 4.3 Success in residential projects
  - 5. Outcomes & Evaluation**
    - 5.1 Embedding in curriculum
    - 5.2 Embedding in research
    - 5.3 Success in residential projects
  - 6. Delivery & Implementation**
    - 6.1 Embedding in curriculum
    - 6.2 Embedding in research
    - 6.3 Success in residential projects
  - 7. Partners**
    - 7.1 Colleges & schools
    - 7.2 Industry
    - 7.3 Community & stakeholders

# Library elearning blueprint 2015



<http://www.latrobe.edu.au/library/help-and-training/videos>

## Co-curricular services – partnerships and collaboration

- ASK La Trobe
- Library Chat
- FAQs
- Orientation
- School Groups
- Training
- ELearning development
- Evaluation



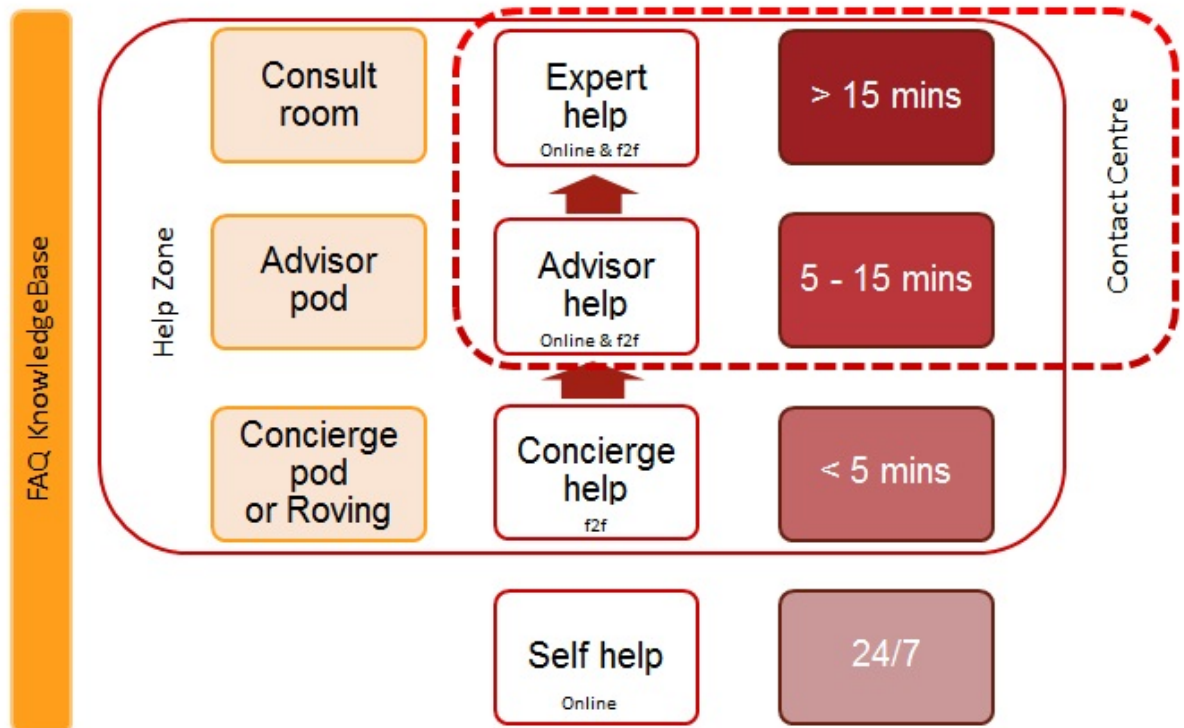
# ASK La Trobe

for all your student needs

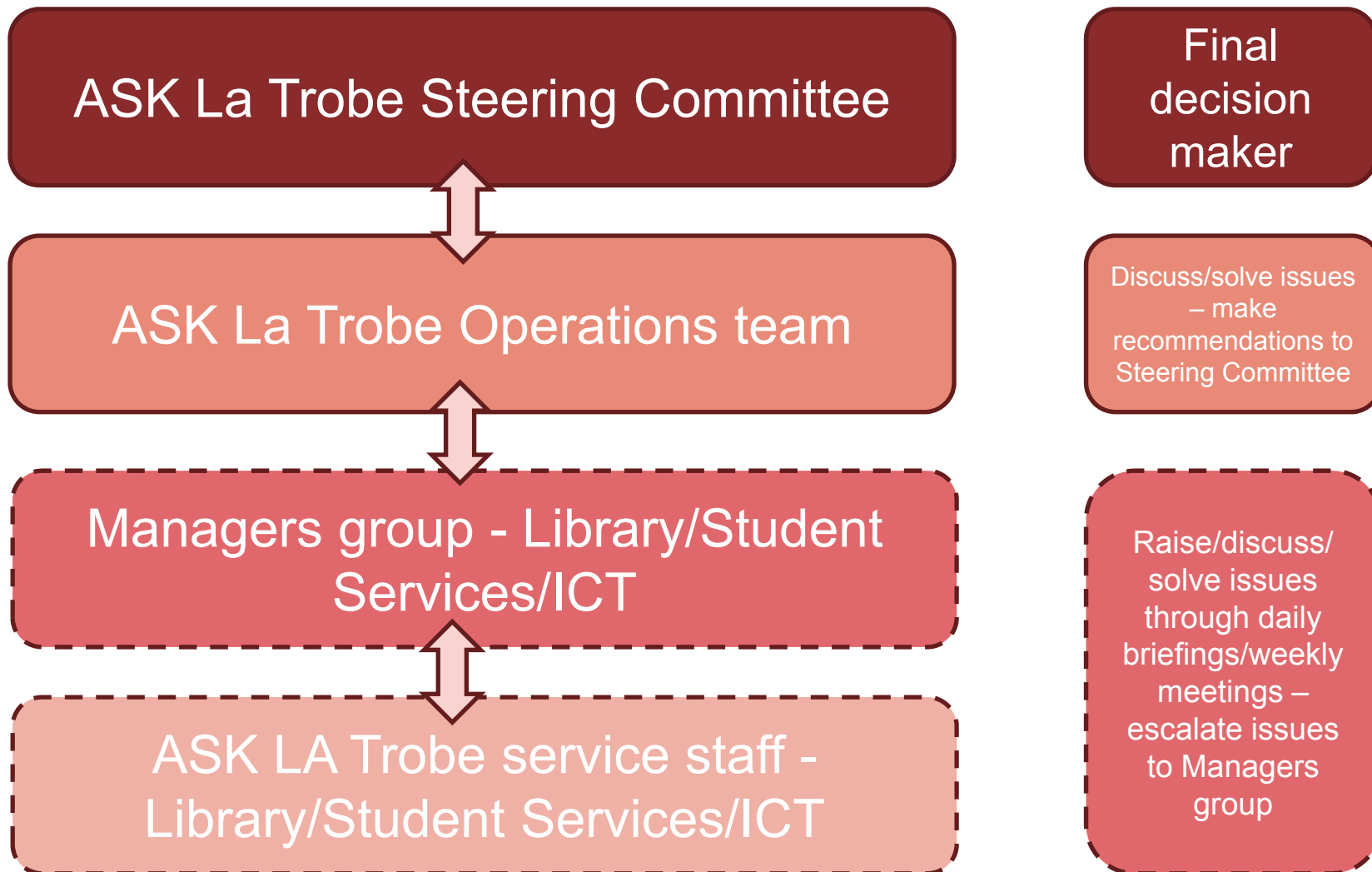
- A complete student help service
- 24/7 online FAQs and query form
- Face-to-face advice and assistance in libraries and college help zones

[latrobe.edu.au/ask-us](http://latrobe.edu.au/ask-us)

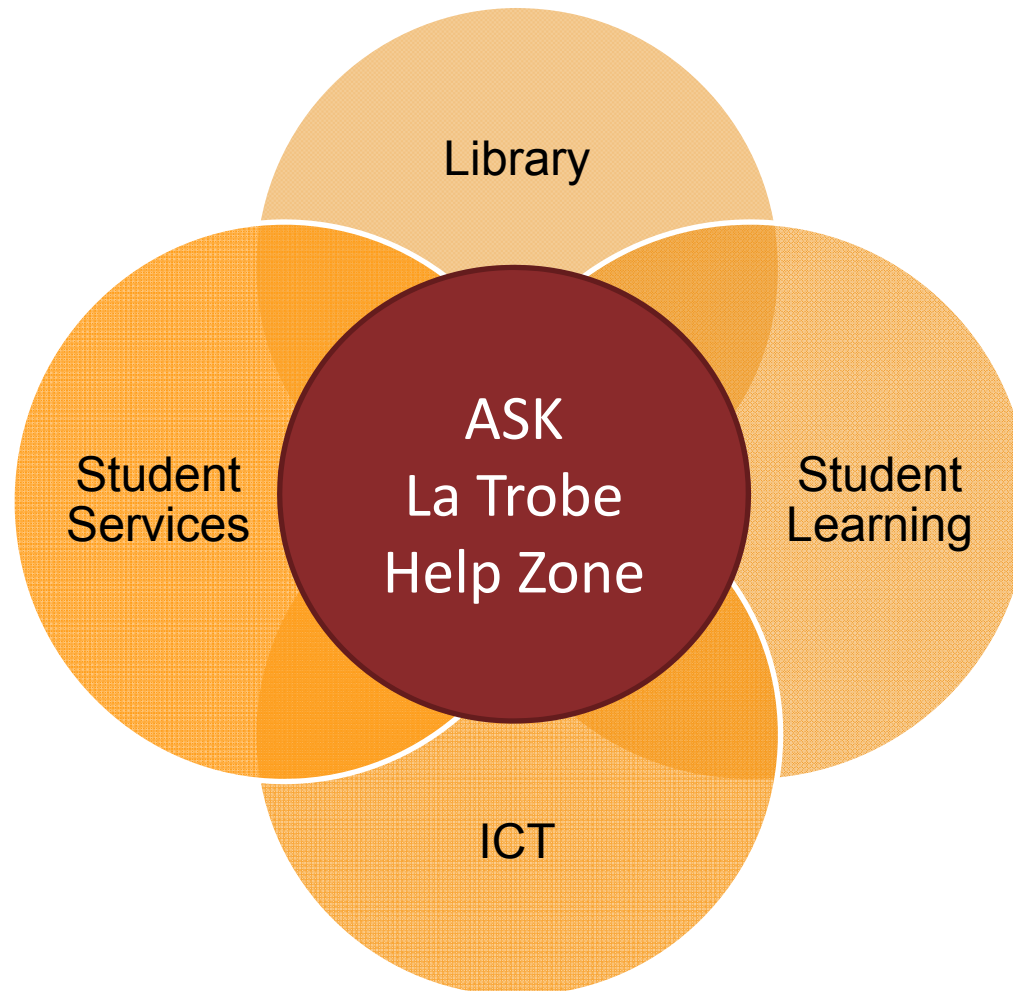
What is  
ASK  
La Trobe?



# ASK La Trobe governance model



# ASK La Trobe - 4 operational teams = 1 help zone service



## Lots of positives for students...

- Friendly
- Accessible
- Fast
- Everything in one place
- Helpful
- Easy
- Awesome
- Visible







## Successes

## Our building blocks for successful partnership

- Shared vision
- Shared service model
- Governance
- Cultural change
- Team building
- Shared service space
- New and shared language



## Enablers for cultural change and team building

Positive staff

Staff commitment to putting  
students first

Staff commitment to  
frameworks and service  
models

Staff problem solving

Training and development



# Authentic learning – expertise and skill development

LA TROBE UNIVERSITY  
LIBRARY STAFF TRAINING AND DEVELOPMENT

Skip to content

Help & More options

I want to learn about ...  
My team ...  
View all workshops

Search Skills  
Improve your search skills and learn new tips and tricks

Development  
Workshops for team and service development

Updates  
Stay up to date about service highlights and impact across the teams

Discussions  
Get feedback and talk about burning issues with colleagues across the library

Software & Applications  
Workshops to help using some of software and applications such as Endnote, NVivo, Webex and the Microsoft suite



## LIBRARY STAFF TRAINING AND DEVELOPMENT - TEAM DEVELOPMENT

Back

Team Development

### ASK La Trobe Review

Past sessions

No upcoming sessions, but you can view notes from previous sessions.

### Core First Year HLT1IPP assignment help

Past sessions

No upcoming sessions, but you can view notes from previous sessions.

### Elearning development - Introduction to Constructive Alignment

This workshop will explain the basic principles of constructive alignment

Past sessions

No upcoming sessions, but you can view notes from previous sessions.

### Elearning development - Introduction to scriptwriting for elearning modules

This workshop will assist staff to develop an outline of their elearning modules. Prerequisite: Introduction to constructive alignment workshop

Past sessions

No upcoming sessions, but you can view notes from previous sessions.

### Elearning development - Key messages workshop

Past sessions

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Help & More options

allenges

## Cultural change and team building challenges

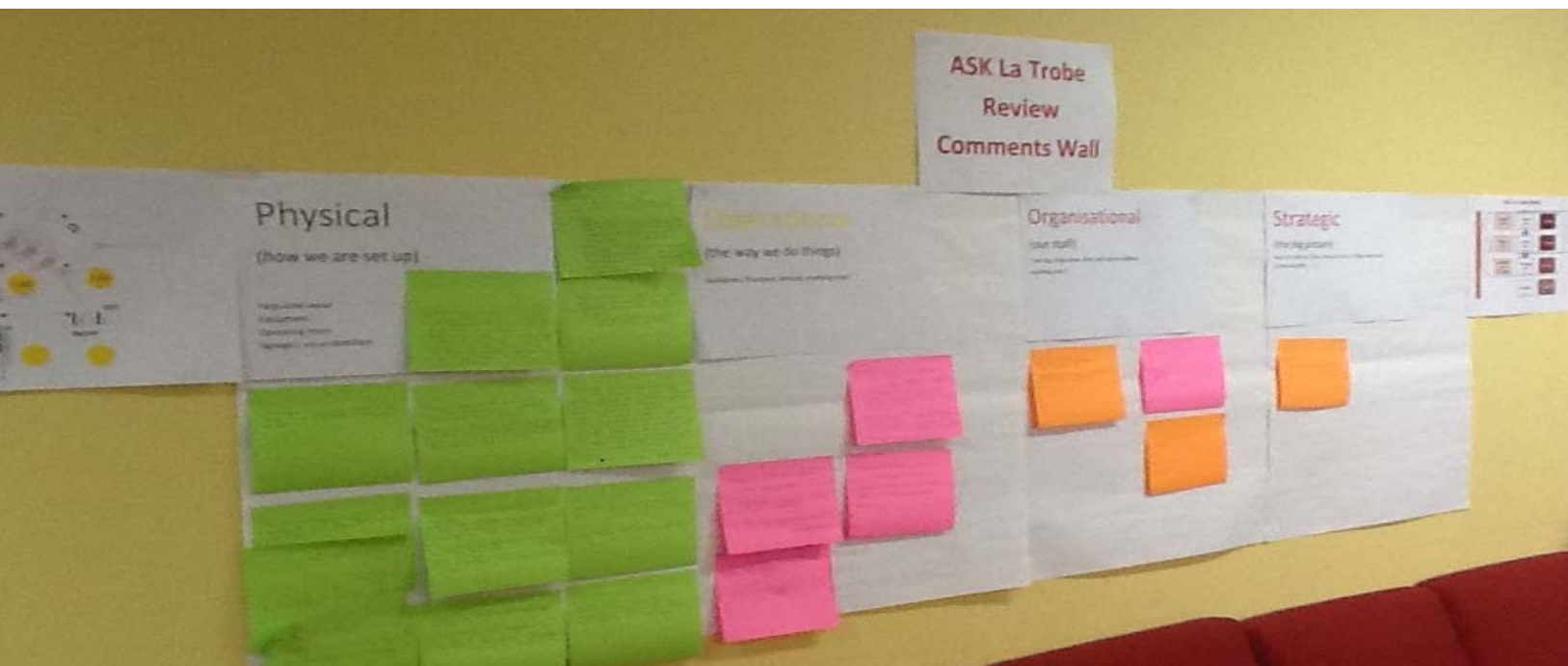
- Pace of change
- Shared environments
  - work space
  - service space
- Integrating teams
- Changing to a refreshed focus on learning and teaching – a new language

## Next steps and future challenges

Evaluating service models

Reviewing the new organisational structure

Measuring success in terms of student engagement, retention and satisfaction



Thank you