

## **AIM Library Report August 2009**

In 2009 AIM Library is continuing to improve both services and resources for students and staff. In the last 3 years the changes in AIM library have been dramatic and there is still more to achieve.

### **3 years of development**

Firstly the ALICE Library system was introduced, which brought with it access to the library catalogue online within the institute, including a homepage directing students to library guides and electronic resources. After 2 years this was upgraded with Liberty, a system which allowed full online access to the catalogue and provided an offsite library homepage. The electronic resources introduced at this time were Grove Music Online and Naxos Music Library. As part of the introduction of ALICE a significant project was undertaken to catalogue and shelf over 2,300 items, including CDs & scores to make them more accessible to students. Following this project the Australian Academy of Dramatic Art (AADA) collection was integrated into the AIM library – another sizeable cataloguing and processing project.

Library Information Guides and a Harvard Reference Guide were written and made available to students. A brief information skills tutorial was developed, aimed at improving student's research skills and discernment, particularly in relation to the internet.

Interlibrary loans for staff were introduced for the first time and work was undertaken to develop the library collection working closely with academic staff. A new collection of AIM Staff and Student records was introduced to champion those studying or working at the institute. A borrowing policy was developed, along with some basic library procedures to ensure consistency.

Library facilities developed with 1 extra PC added to provide 8Macs and 4PCs in total with faster more reliable internet connection. CD / DVD listening stations were introduced to provide easy access to the library's increasing media collections. More shelving was introduced to house the additional collections acquired and purchased.

### **Recent developments – the picture now**

The library now offers access to approximately 4,000 books, 90 journals, 6,000 printed music items, 1,900 CDs & DVDs, and a range of scholarly databases and reference materials online. The library also keeps a collection of student's Concert Practice / Ensemble Night / Recital DVDs, recommended course readings & listening materials, and in-house course support booklets. The budget for maintaining and developing the library is \$80,000 per annum and opening hours have extended from 9am-5pm to 8.30am – 5.30pm.

The development of the AIM library has continued at a fast pace. In terms of facilities the library now offers 12 study pods where students are welcomed to use laptops to connect to the wireless internet provided. There are now 11MACs and 4 PCs with CD / DVD burners, and Finale 2008 software for music notation and Logic Express software for music production installed to work in line with software available in AIM's studios. V Amps are also available for students to borrow.

Online, students can search the catalogue, check the items they have on loan and any charges on their account, renew their items, or reserve items. As a result the number of catalogue searches has doubled in the last year with 3,599 searches in June 2008 and 6,127 searches in June 2009. Work was recently undertaken to clean up the data on the catalogue removing and replacing lost or missing items to ensure the collection was reflected more accurately.

Subscriptions to electronic resources have continued to expand with access now available to JSTOR, Garland Encyclopedia of World Music, International Index to Performing Arts, International Index to Music Periodicals, ProQuest ABI / Inform, and individual journal titles such as the Journal of Tourism and Culture Change, in addition to Naxos and Grove. Most electronic materials are available to students off campus as well as on campus now which has resulted in an increased use – for example in June 2008 Grove Music Online recorded 35 sessions, a number which dramatically leapt to 98 sessions in June 2009.

A full set of library policies and procedures have now been developed - improving and expanding on the previous documents in place.

The library now has a clear collection development policy and new stock continues to be added on a regular basis with 2,367 items added in 2008. Until now the collection has been developed on a needs basis, with items purchase by request of academic staff. This is no longer the case and on a monthly basis the library reviews newly published titles and analyses specific areas of the collection which need development. The library has worked extremely closely with academic staff to expand key areas of the collection to ensure more variety is available to students, and continues to do so.

The collection policy also includes donations to the library. Previously the library has not been selective with donations, which has meant a great deal of titles of poor quality and in poor condition were added which made the wider collection appear old and tired. Work is currently underway to weed donations of journals and magazines in particular, to provide a more concise useful collection.

There is a new policy for staff borrowing to allow staff the flexibility to use resources for full semesters, plus a more strict policy on overdue items. The overdue items policy includes overdue charges and a clearer description of returns and renewals resulting in an 85% reduction in overdue items at the end of semester. It has also had an impact on the use of the renewals system with monthly figures as low as 18 renewals reach 225 in July this year.

Work has been undertaken to better communicate copyright within AIM for staff and students as the library is key location where this is relevant. The library instigated the purchase of further licensing to enable copying of resource CDs and some sheet music. Know Your Copyright factsheets are located near all photocopiers to give brief information about do's and don'ts, and full license information and documents on copyright law are available in the library for reference. As part of the redevelopment of the library webpages more copyright information will soon be available online.

Monitoring and evaluation systems are now in place more formally in the library, something that was done previously on an ad hoc basis. As well as conducting library questionnaires the library has committed to meeting with student representatives on an annual basis. Statistics are now properly collated to reflect use of the library itself and the library's online resources as well as take up of library events and activities. The library is in the process of documenting procedures to ensure high standards are maintained and consistency in all areas of the library.

Information Skills Tutorials continue to be a success and have developed further to include more resources and greater detail. All students undertake a library orientation in their first semester which gives a basic overview of the library resources and facilities. The general information guides continue to be updated as the library's services and resources develop, and now include guides for contracted and sessional staff. Resource guides have also been developed to introduce students

to specific areas of the collection. Students are being encouraged to search for items and research more independently as previously they have relied heavily on library staff for simple tasks. This is already demonstrating a marked improvement in student information skills.

Impressions of the library's IT facilities have been negative and work is being undertaken to improve this. In the interim students are encouraged to see the librarian if computers are not available, so that any problems with access can be more closely monitored. An IT Logbook has also been introduced to encourage students to take responsibility for reporting IT problems or issues so that they can be addressed. This has been extremely effective in ensuring firstly that problems are reported and also in monitoring the speed at which they are addressed, which has proven to be usually within 24 hours. From mid May to mid July only 22 problems were reported and of that 90 % were resolved on the same day. An extra printer has been connected to the student network to alleviate queues during peak times. A Computer Use Policy is in development to ensure students have a clear understanding of their responsibilities when using computers.

Further work needs to be undertaken to improve the library facilities now that the institute has grown, mostly to accommodate the number of students but also to improve overall presentation of the library. In the short term signage is being improved to make it more uniformed and professional, and a library notice board is being introduced to provide a clear area for student information. A small library notice board and resource area is being introduced in the faculty office to provide staff with up to date library information and relevant periodicals and publications. There are more display areas for new stock and new shelves to store periodicals in a more modern fashion have been introduced. Terms of Use are being developed for students to ensure they have clear understanding of their responsibilities when using the library.

### **Targets for the next 12 months**

The current online presence of the library is extremely poor in terms of the interface and depth of information as it relies solely on the Liberty System. Work is underway to integrate the library's online presence into the main AIM site, with Liberty used only for access to the OPAC rather than as a homepage. Although Liberty has provided AIM with a fully accessible online catalogue for students off campus as well as on campus, using it as the library homepage has meant a very text heavy, unattractive look and a negative, outdated impression of our services. The new interface will allow the Library to provide much more detailed information about services, policies, facilities and resources and will offer a more professional interface.

There are plans to further develop access to online resources and research is underway to identify the most relevant additions to the collection as publishers such as Alexander Street Press offer a great deal in the way of arts materials online.

There is further work to be done to integrate the Information Skills workshops into the curriculum and there are opportunities for the library to offer music notation software training in one to one and group settings; however more staffing will be required to facilitate the preparation and delivery of such sessions.

In terms of IT facilities within the library more computers are needed to accommodate the increasing number of students and with a more up to date and comprehensive collection of music softwares including Sibelius. The library requires a proxy server so students have their own computer log ins and therefore take more responsibility for file management and security. A proxy server will also allow easier set up of remote access to electronic resources, and will enable a pre-pay print system which will reduce paper waste and prove more cost effective. More power

sockets and wider bandwidth for internet are required to accommodate the increasing number of laptop users.

The library requires expansion to include a great deal more library stock and group and quiet study to meet the demands of increasing numbers of students. The library recognizes the need to look carefully at this with faculty and students to ensure their needs are properly met. Initial discussions about expansion have already begun to take place. As part of this expansion the opening hours of the library will be reviewed and additional evening opening is already under consideration. Security systems need to be improved so that alarm tags can be de-activated when items are issued. Cleaning of the library is to be improved to encourage students to take better care of the space.

A marketing plan needs to be developed in partnership with the marketing team to better inform students about what is available in the library and to promote new and existing services / facilities. A library e-newsletter or library information in a student e-newsletter would be effective in addition to the planned website improvements and notice board.

### Statistics

The following table documents use of online resources this year;

Usage Summary	Jan	Feb	Mar	April	May	June	July
OPAC Searches	2288	4367	5144	2967	3789	6127	5829
Naxos sessions	56	167	86	122	124	118	73
JSTOR journals accessed	8	161	277	95	37	203	274
Oxford (Grove) sessions	26	30	46	16	35	98	81
IIMP searches	11	3	0	0	5	23	61
IMPA searches	3	1	3	0	12	16	13
ProQuest searches	4	4	0	0	5	55	79
Garland – data unavailable							

The following table documents use of the library this year

	Jan	Feb	Mar	Apr	May	Jun	Jul
Staff issues	133	234	236	125	166	179	166
Student issues	216	404	295	196	258	297	270
Post Grads*	n/a	n/a	n/a	n/a	92	44	4
<b>Total Issues</b>	<b>349</b>	<b>638</b>	<b>531</b>	<b>321</b>	<b>516</b>	<b>520</b>	<b>440</b>
Staff renewals	17	7	98	44	43	61	15
Student renewals	41	79	18	45	52	164	225
Post Grads*	n/a	n/a	n/a	n/a	0	0	1
<b>Total Renewals</b>	<b>58</b>	<b>86</b>	<b>116</b>	<b>89</b>	<b>95</b>	<b>225</b>	<b>241</b>
Reserves	5	15	14	9	27	31	22
New borrowers	57	58	27	9	45	37	20
New stock	236	98	82	40	145	68	112
Deleted stock	102	5	1	3	243	59	196

\*Postgraduates is a new borrower category introduced in May to allow additional borrowing rights for such students

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