

WHERE ARE THE BOOKS?

HOW DEMAND FOR LEARNING
INFORMED DESIGN

BOB GERRITY, UNIVERSITY LIBRARIAN
ROD RIZZI, CAULFIELD LIBRARY MANAGER

MONASH UNIVERSITY
LIBRARY ...
THE PAST



TEACHING AND LEARNING SPACES
@ CAULFIELD ...

THE PAST

Built in **1974**.





We mainly lent **books**.

TEACHING AND LEARNING SPACES @ CAULFIELD ...

THE SHIFT



Language & Learning staff joined the Library

Reference Desk soon to be replaced by a
Research & Learning Point

2 Group Discussion Rooms





2 Teaching Rooms with capacity of 20 and 24 were created





But we still
had plenty of
books.

TEACHING AND LEARNING SPACES @ CAULFIELD ...

THE JACKPOT



Major refurbishment began in **2015** and was completed in **2017**

7 Group Discussion Rooms

4 Teaching Rooms with capacity ranging from 24 to 90

A dedicated **Research & Learning** drop in Service Point created

TEACHING AND LEARNING SPACES @ CAULFIELD ...

THE FEATURES

Flexibility of use

Whiteboards throughout

Technology enabled











Monash University Library

November 21, 2017 · 🌐

We loved this pic taken during the recent exam period. When your brain is running hot, sometimes the whiteboard isn't enough ... 😊
(Fortunately not a permanent marker!)



SINCE REOPENING HAVE INCREASED VISITORS BY
33% to 1.4M

HOSTED TOURS INDUSTRY PARTNERS FROM
AROUND THE WORLD

COMMON QUESTION -

WHERE ARE THE BOOKS?

MONASH UNIVERSITY LIBRARY FACILITIES MASTER PLAN

Transforming libraries for a new generation of scholars



Technologically enabled

Computing, printing, wireless internet, power and multimedia tools



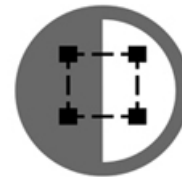
More adaptable to changing modes of study and learning

Flexible spaces for quiet study, collaboration and interactive teaching



Easier to navigate

Use of colour, material, lighting, design and signage to get you where you need to go



Modern and consistent design and layout

Open plan, contemporary and inspiring design for libraries that are a pleasure to use

MONASH UNIVERSITY LIBRARY FACILITIES MASTER PLAN

OVERARCHING OBJECTIVES

- Create **student centred environments** that are welcoming, easy to use, flexible in layout and professionally presented.
- Create library environments that are **open, inviting and highly flexible for a broad range of learning styles** in a context that relates to the aspirations of students and to teaching and research requirements for the next five to ten years.
- Demonstrate a commitment to scholarship, lifelong learning, innovation and community engagement.
- Integrate the libraries into the fabric of the campus so that they are **recognised as an intellectual centre of the university**.
- **Connect the libraries to their precincts and the wider university** by softening the boundaries between the campus and the libraries.
- Create **welcoming and inspiring entrances** to each library.

MONASH UNIVERSITY LIBRARY FACILITIES MASTER PLAN

FLEXIBLE LEARNING

Overarching objectives

- To provide learning spaces which are designed to meet the anticipated needs of our users, and which can adapt over time to remain relevant and effective.
- To satisfy the social and functional needs of the students by providing a choice of attractive settings for individual study, group work and relaxing; and together with an accessible collection, create a learning centre as an extension to the faculties' facilities.
- To integrate technology in a manner which improves the user experience and makes the various learning spaces multi-functional and efficient, to maximise the benefit of the investment for the library community.

ACCOUNTABILITY

Through good planning and design, demonstrate value for money invested by achieving consistent facilities that function successfully over time and ensure high user satisfaction

FOCUS MONASH GOALS AND PRINCIPLES

Excellent
Discovery
International
Ambition
Enterprising
Respect
Openness
Inclusive
Service

WHAT WE DELIVER

Relevant information resources

Conducive learning and research environments

Capability building for learning and research

Enhanced Monash University impact and reputation

OBJECTIVES WE WILL PURSUE

Enhance the relevance of information resources	Enhance the physical library environment	Facilitate learning, research and employability skills development	Maximise the impact of Monash research
Develop discovery and access pathways to information	Enhance the online library environment	Enable effective research practice for enhanced impact	Contribute to scholarly communication and debate
			Deliver enriching public programs and outreach

HOW WE WILL PREPARE OURSELVES

Build a contemporary professional workforce

+

Improve the effectiveness of our systems and processes

+

Promote our value to our stakeholders

+

Demonstrate our industry leadership

THEME 2

CONDUCTIVE LEARNING AND RESEARCH ENVIRONMENTS

Managed, contemporary and stimulating physical and online spaces

Available for independent or group-based learning and research by students, staff and scholars

Advised and assisted by knowledgeable, responsive Library staff

THEME 2

CONDUCTIVE LEARNING AND RESEARCH ENVIRONMENTS

OBJ 1 - ENHANCE THE PHYSICAL LIBRARY ENVIRONMENT

- Are our physical environments fit for purpose?
 - Visits: Year on year increase at Pharmacy (+9%) and Peninsula (+25%), decrease at HAL (-25%) and Law (-47%). Number of visits at Matheson and Caulfield are not available for 2017 due to refurbishments.
 - Room bookings: Notable increase at Matheson (+10.8%), Law (+33.8%) and Caulfield (+124.9%) from 2017 to 2018. Consistent at Peninsula (+0.5%), while demand for Adaptive Technology room bookings have dropped (-40.9%).
- Are Library staff responsive to physical library user needs?
 - 90% of all enquiries at the Information Point during the Semester 1 Snapshot period were resolved at first point of contact. This is similar to the S1 snapshot in 2017, where 91% of enquiries were resolved at first point of contact. The number of enquiries increased by +12%, from 4,376 in 2017 to 4,903 in 2018.

THEME 2

CONDUCTIVE LEARNING AND RESEARCH ENVIRONMENTS

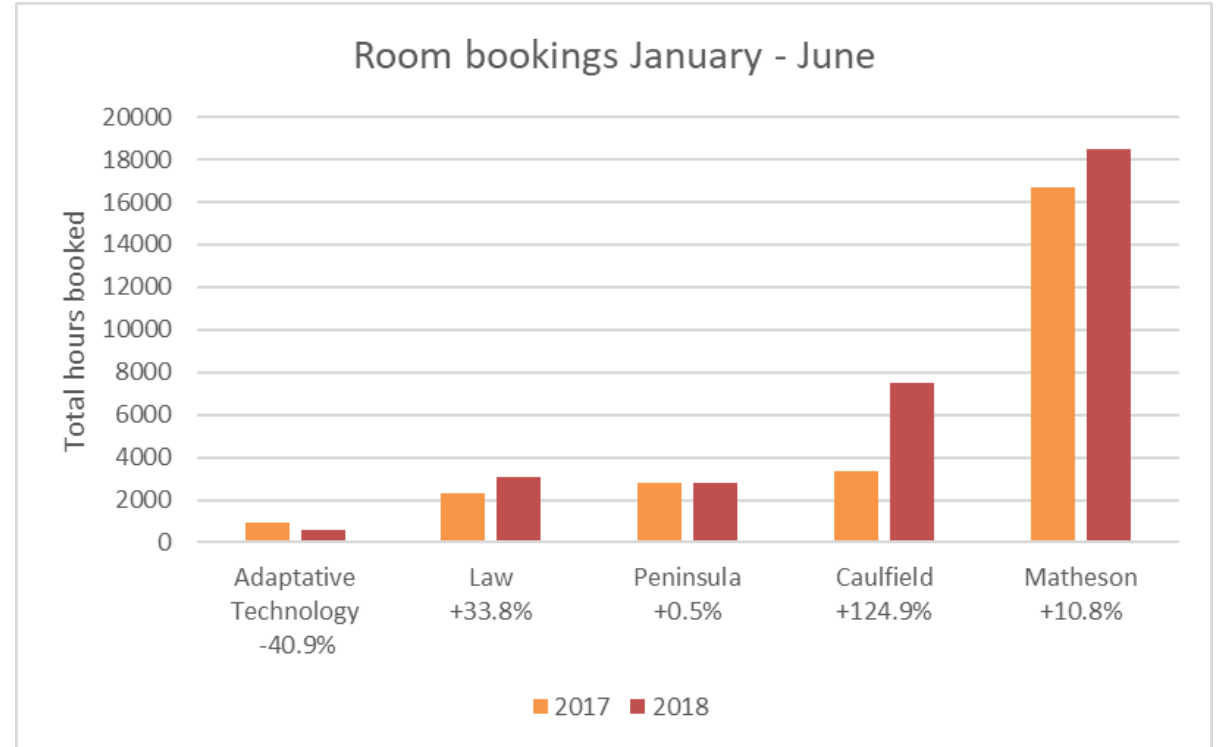
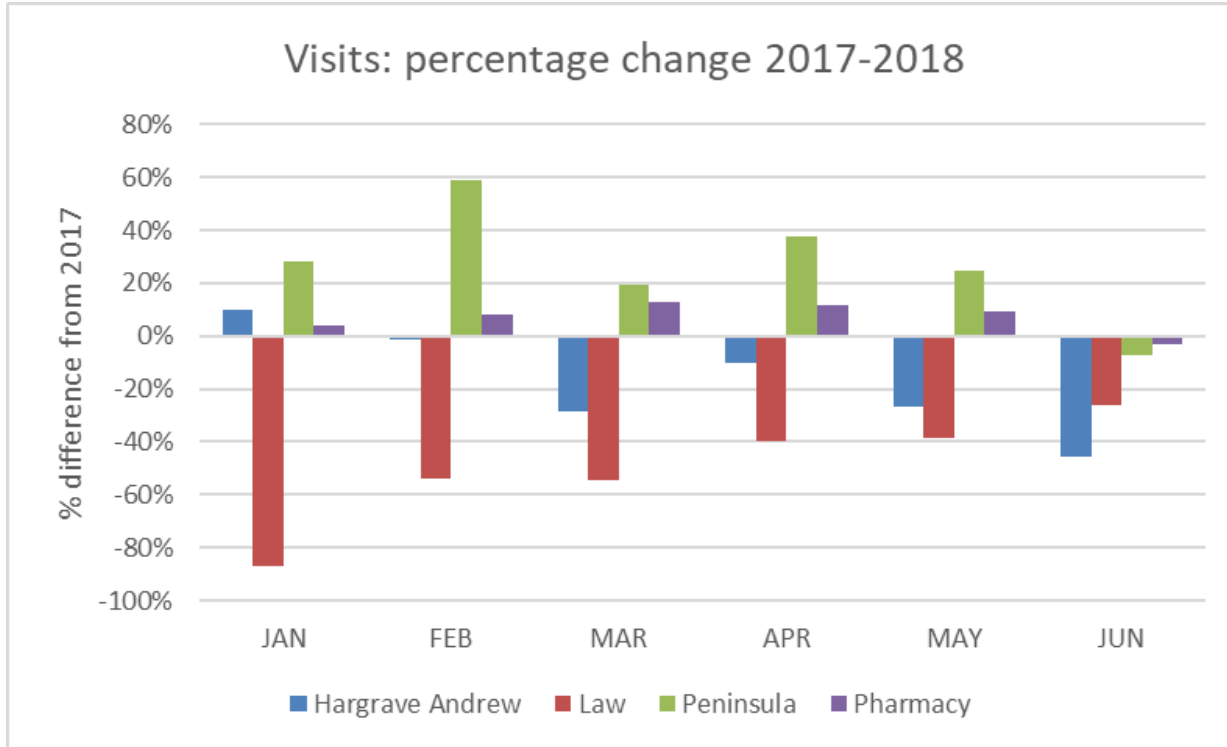
OBJ 2 - ENHANCE THE ONLINE LIBRARY ENVIRONMENT

- **Are our online environments fit for purpose?**
 - Visits to the Library website between January and June increased +13.55% from 996,159 in 2017 to 1,131,143 in 2018.
The number of pages per session also increased from 1.66 in 2017 to 2.88 in 2018.
 - Visits to Research & Learning Online between January and June totalled 449,447.
No data for January-June 2017 for comparison.
 - Average monthly views of Library Guides between January – June have increased +7% compared with the same time in 2017.
- **Are Library staff responsive to online/remote library user needs?**
 - Phone enquiries resolved at first point of contact increased from an average of 78% in 2017 to average of 82% in 2018.

THEME 2

CONDUCTIVE LEARNING AND RESEARCH ENVIRONMENTS

Room bookings
+24%

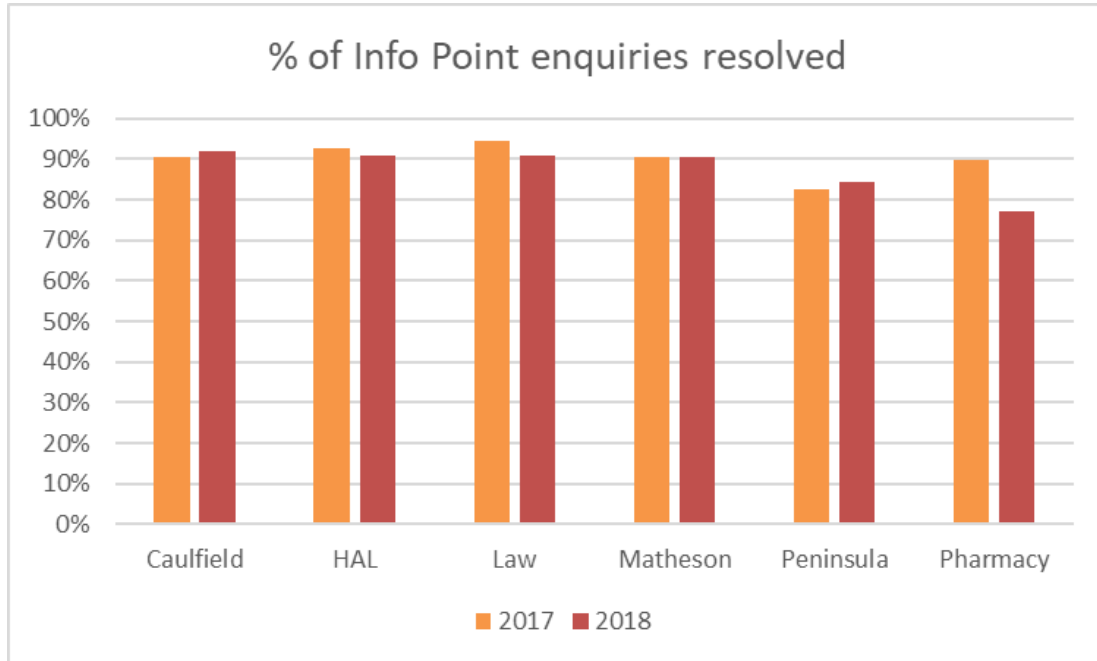


Note: Cannot provide trend for Caulfield & Matheson as door count not captured in 2017 due to refurbishments

Note: Caulfield rooms not available in Q1, 2017 therefore Q1 2018 has been excluded for comparison purposes

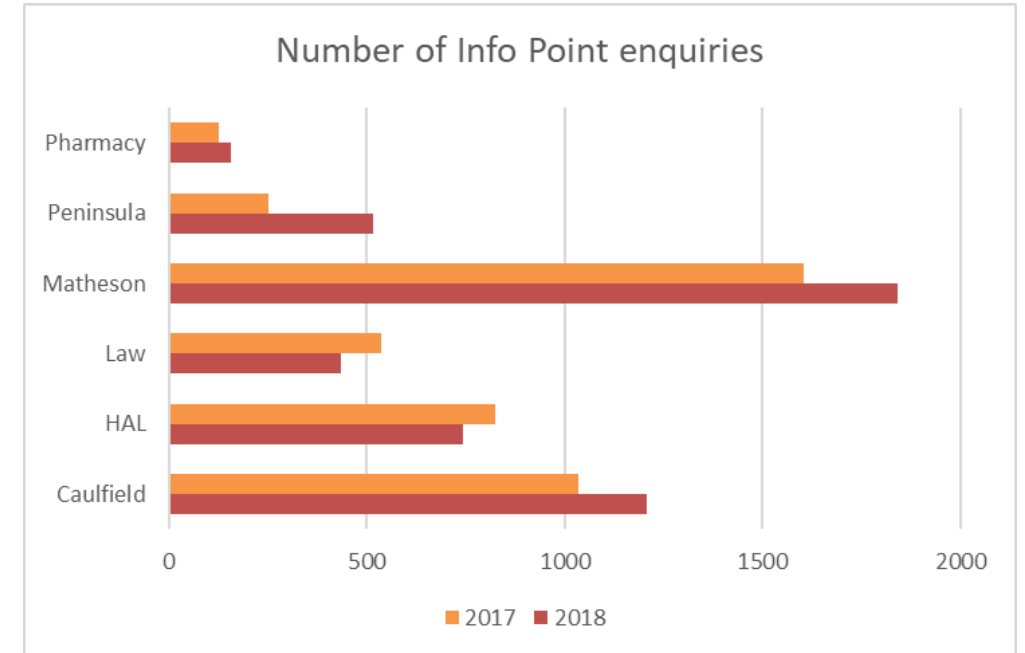
THEME 2

CONDUCTIVE LEARNING AND RESEARCH ENVIRONMENTS



Semester 1 Information Point Snapshot

Enquiries resolved
-1%



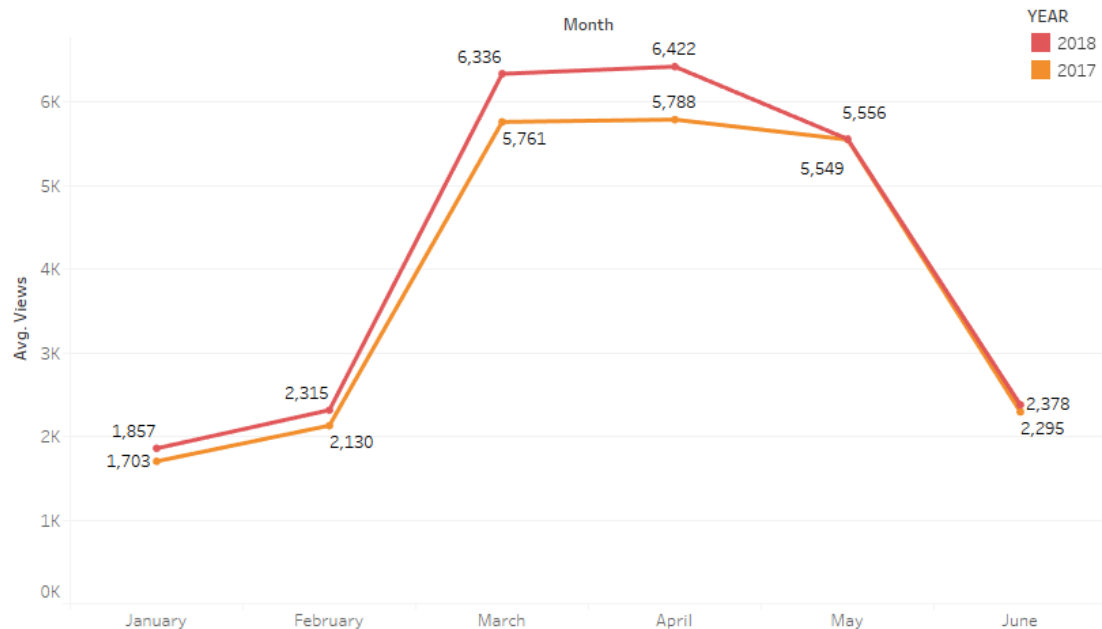
Enquiries +12%

THEME 2

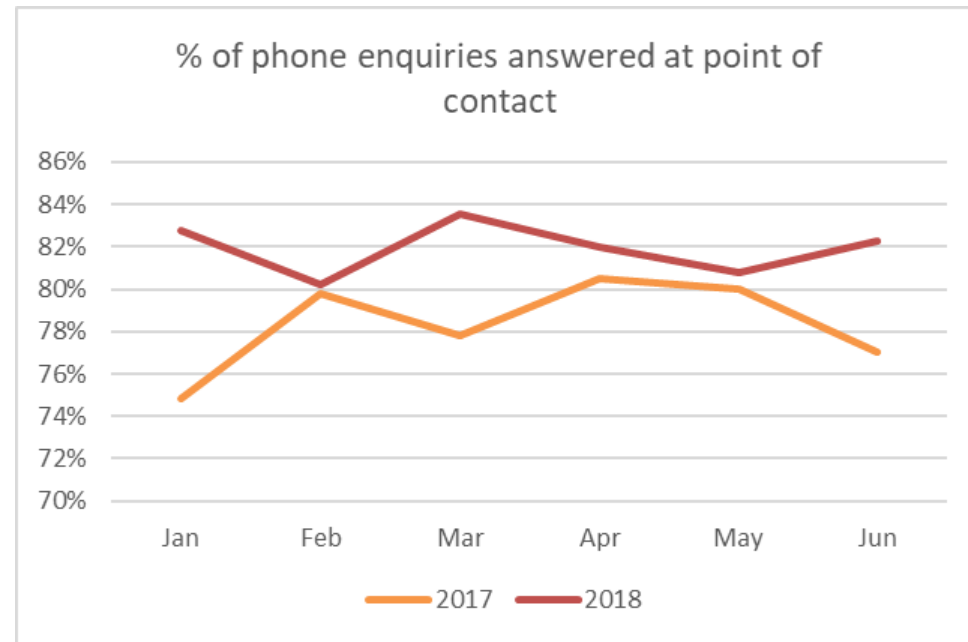
CONDUCTIVE LEARNING AND RESEARCH ENVIRONMENTS

Enquiries answered
+5.1%

Average views of Libguides/month

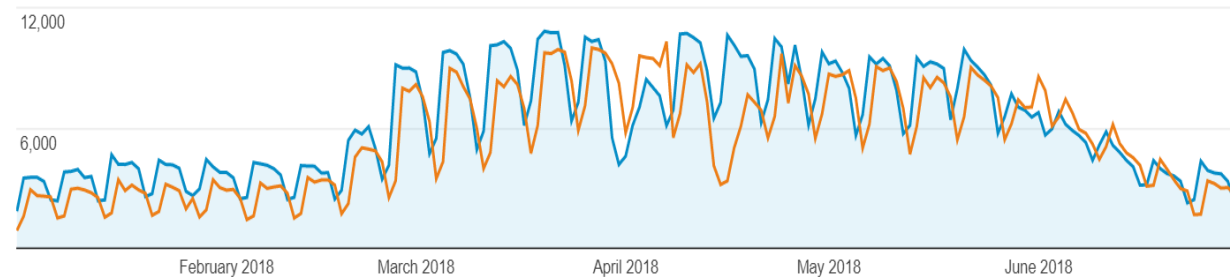


Library Guide views
+7%



01-Jan-2018 - 30-Jun-2018: Sessions

01-Jan-2017 - 30-Jun-2017: Sessions



Website visits
+13.55%



But we still have more print volumes on-site than we need.



Journal

☆ **Technology and culture.**

1959 - present

● Available

Details **Get It** Tags Virtual Browse

Monash University Library Sign-in for more options [Actions](#) [🔗](#) [X](#)

Request Options:

Year Volume Description

Location	Holdings	Location Map
Hargrave-Andrew Library Journals 609.05 T255	v. 1 (1959/1960) ; v. 4 (1963) to v. 41 (2000) ; Lacks: v. 4, no. 4	
Caulfield Library Journals - Level 4 East 609.05 TEC	[Microfilm] : v. 68 (1973) to v. 71 (1976)	



Journal

☆ **Technology and culture**

1959 - present

● Available on View It Tab

View It Details Tags

Open source in a new window Sign-in for more options [Actions](#) [🔗](#) [X](#)

Available at: [JSTOR Arts and Sciences VII](#)
Available from 1959 volume: 1 issue: 1
Most recent 6 year(s) not available

Available at: [Project Muse Premium Collection](#)
Available from 1998 volume: 39 issue: 3
Available at: [ProQuest Arts Premium Collection](#)
Available from 1996
Most recent 1 year(s) not available

Available at: [ProQuest Central \(New\)](#)
Available from 1996
Most recent 1 year(s) not available

Available at: [ProQuest PAO Periodicals Archive Online](#)
Available from 1959 until 2000

But we still have more print volumes on-site than we need.

Photos courtesy of –

Monash University Archives

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Peter Lausch

Fiona Patterson

Chloe Keel

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