

**CAVAL RESEARCH AND INFORMATION  
GROUP (CRIG) PRESENTS**

# **SOMETHING OLD, SOMETHING NEW**

Forum Webinar Series

Tuesday 27 October, 2.00 – 3.00 pm  
Wednesday 28th October, 2.00 – 3.00 pm

*This webinar series will revisit five projects presented at CRIG forums in recent years to hear how they have developed since the initial presentation. We will also gain an insight into a new work model at RMIT University Library.*



## PROGRAM

**Tuesday 27 October 2020**

**Register: [https://short.caval.edu.au/CRIG\\_1](https://short.caval.edu.au/CRIG_1)**

2.00 – 2.05pm

Welcome and introduction

2.05 – 2.20pm

**Digital Literacy Skills – Where are we now?**

*Ange Jenkins & Clare Duffy, Federation University Library*

In their previous presentation Ange and Clare demonstrated how they got their Computer Skills Classes project off the ground, eliciting support and commitment for digital literacy programs for their TAFE students. The liaison and frontline staff used a co-teaching model in order to break down technological and social barriers to learning. Since then they have formalised the project within their Library Plan, and expanded the reach to HE cohorts in a university wide strategy, collaborating with external Federation University departments. But when the unexpected happens and new challenges arise, they reflect, and adapt, remaining flexible to meet the needs of their diverse students.

*Presenters:*

*Ange Jenkins is the Coordinator, Library Frontline Services at Federation University, leading the team which responds to Library and University-wide Tier 1 queries face to face and virtually via an InfoPoint service. Ange is passionate about recognising the role of Library Frontline staff in supporting students to adapt to a TAFE and University environment and providing point of need assistance in a supported and welcoming space.*

*Clare Duffy is a Liaison Librarian at Federation University and leads a project team to deliver digital literacy skills to TAFE and HE students. Clare is also undertaking a Graduate Certificate in Tertiary Teaching and is passionate about students being given the best learning environment and skills in order to succeed in their study.*

Q&A with Ange and Clare

## PROGRAM

2.20 – 2.35pm

### **Library learning metrics, data, and reporting: Stop tinkering, start overhauling?**

*Dr Trent Hennessey, The University of Melbourne Library*

The way libraries have responded to the challenges of 2020 speaks to our adaptability, resilience, student-centeredness, and capacity for innovation. The pace and scale of changes we have implemented now requires us to rethink how we capture and represent our work and its value and impact. Rather than tinkering with incremental changes, the time is right to reflect deeply about our metrics and reporting, and forge ahead with a commitment to meaningfully engage with our University communities.

#### *Presenter:*

*Dr Trent Hennessey is the Program Manager of Environments and Experience at The University of Melbourne Library. He is passionate about libraries, literacies, and lifelong learning. To develop students' scholarly and digital capabilities and improve their experience navigating the library's physical-digital environments, Trent's team works across the Library and Learning Environments portfolios.*

Q&A with Trent

2.35 – 2.50pm

### **Posting in a pandemic: Lessons in library social media**

*Andrea Hurt, The University of Melbourne Library*

In 2020, the need for connection is greater than ever. The COVID-19 pandemic has fundamentally changed higher education. As librarians, we're working in new ways to support our students and staff as they study and teach online. While we have delivered a successful virtual service, our students and staff have lost their connection to the campus and to our library spaces. How can we stay connected with them in this lockdown landscape?

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And what role does social media play in fostering a sense of belonging? In this ‘unprecedented’ year, our social media team examined ways of communicating with our followers, and worked to create a sense of place and identity during a time of distance and separation. We’ve faced questions of how to staff our social media channels, and have unpacked what constitutes appropriate content during a pandemic. This chapter in our social media story was the plot twist we didn’t see coming.

**Presenter:**

*Andrea Hurt is the Senior Librarian, Library Services and Spaces, Baillieu Library at The University of Melbourne. With over 30 years’ experience, she has grown up in academic libraries. Andy is a lover of social media, digital communication, and spends a lot of time on Instagram. Chat to her online and she’ll chat back. She is also the Library Social Media Coordinator. Andy is currently studying a Master of Communication with a specialisation in Digital Media.*

Q&A with Andrea

2.50 – 3.00pm

Closing remarks

Closing remarks

## PROGRAM

**Wednesday 28 October 2020**

***Register: [https://short.caval.edu.au/CRIG\\_2](https://short.caval.edu.au/CRIG_2)***

2.00 – 2.05pm

Welcome and Introduction

2.05 – 2.20pm

**Maintaining agility: moving from projects to Business as Usual (BAU) and Small Fast Teams (SFT)**

*Pauline King & Marita Shelly, RMIT University Library*

The Teaching and Research team at RMIT University Library has undergone some major transformations over the past 12 months. Primarily, the team has moved from a traditional liaison librarian model to agile project-based work. This session will provide an update on the project work and outline changes that have resulted from this project-based work becoming their business as usual. Pauline and Marita will outline how the power of small fast teams (SFTs) was harnessed to increase productivity and accomplish goals faster. The case study will include how an SFT contributed to the College of Design & Social Context Confirmation Review process.

*Presenters:*

*Pauline King is the Senior Coordinator, Library Teaching Projects at RMIT University Library. Pauline's primary focus is to drive an integrated team of librarians to deliver strategic teaching projects and priorities to academic staff and RMIT's education delivery programs. Prior to this she was the Project Lead for Canvas Uplift Support, working with learning designers and project teams to deliver enhanced student experiences in Canvas. Pauline was also a Liaison Librarian for various schools within the College of Business at RMIT University.*

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*Marita Shelly is a Teaching and Research Librarian at the RMIT University Library. As part of her role, she provides teaching support to academics. This support can include assisting with the curation of digital resources for courses using Library resources and OERs, assisting with reading lists including ensuring copyright compliance and participation in small fast team projects. She also provides research support and training to higher degree by research students and researchers. Prior to becoming a librarian, Marita was a researcher on various multi-disciplinary research projects.*

Q&A with Pauline & Marita

2.20 – 2.35pm

### **VU Block model**

*Jennifer Murphy, Victoria University Library*

The VU Block Model has become the foundation of the Learning and Teaching at Victoria University. Since first developed in 2017 and presented at a CRIG forum in September 2018 the role of the Librarian on Design Teams has continued and matured. This session will bring you up-to-date on ‘Where are the Librarians?’ in the VU Block Model.

#### *Presenter:*

*Jennifer Murphy is the Educational Services Librarian at Victoria University, Melbourne, where she provides leadership, innovation and expertise in the development of library and information services to support the University’s learning and teaching activities. She is interested in the connections between teaching and research, and how collaborations within institutions lead to a positive environment for students.*

Q&A with Jennifer

## PROGRAM

2.35 – 2.50pm

### **Our Collections and Curriculum – Embedding Indigenous Knowledges**

*Karen Campbell & Dr Doseena Fergie, Australian Catholic University*

When Karen and Doseena first presented on their project to support the embedding of Indigenous Knowledges into the curriculum, they were just at the beginning of the process and had much to do. One year later, they can report that much progress has been made and many aspects of the project have become operational. Now, they can plan and look forward to the next phase.

#### *Presenters:*

*Karen Campbell is the Library Manager, Client Services, Melbourne and Faculty of Theology & Philosophy at Australian Catholic University.*

*Dr. Doseena Fergie is Project Lead, Indigenous Recruitment and Retention at Australian Catholic University. Dr Fergie is registered as a nurse, midwife and maternal and child health nurse, having worked as the Clinical Team Coordinator of an Aboriginal Health Team in Victoria for over a decade. Among her many achievements, Dr Fergie established several Victorian Aboriginal organisations, was inducted into the Victorian Women's Roll of Honour in 2016, and in January this year was awarded a Medal of the Order of Australia (OAM) for service to community health.*

Q&A with Karen & Doseena

2.50 – 3.00pm

Closing remarks