Libraries Shining:
Shaping our practice

Wednesday 6th November 2019
Angliss Conference Centre

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8.45 am	Registration desk opens
9.15	Welcome and introduction
9.20	Invited Presentation **Space oddity: understanding and supporting the interactions between physical and online library services** Dana McKay and George Buchanan, *iSchool, University of Melbourne*
10.10	Networking stories
10.30	Morning tea
10.50	Lightning talks **Digitising the past for the future** David Bradley, *Swinburne University* **Beyond digitisation: bringing 1959 to 2019** Dr Caitlin Stone, *University of Melbourne* **Using and developing multimedia learning objects (MLOs) for teaching and learning** Dana Kuljanin, *Victoria University* **A balancing act – managing the demands of studying whilst working** Lisa Grbin, *Deakin University* **Not just a forest of links: making student-centred LibGuides** Tom Hyde, University of Melbourne **Librarian in residence pilot at La Trobe University** Beth Flack, *La Trobe University* **Gippsland and Regional Studies Collection: the role of a special collection with community engagement** Myles Strous, *Federation University*
11.45	Sharing Stories Presentation **Shining through storytelling: adventures in podcasting** Ashley Sutherland and Andrea Hurt, *University of Melbourne*
12.10	Lunch

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12.55	**Sharing Stories Presentation** **Shaping the Caulfield Library through user experience research** Marcus Chester, *Monash University*
1.25	**Breakout Sessions** Select your breakout session when you register – capacity is limited for some sessions. • Session 1: **Learning from the rest – channelling Q&A style panels for sharing staff development learnings.** Fiona Russell and Elizabeth Delacretaz, *Deakin University* • Session 2: **Reshaping our practice - using agile teams to deliver projects** Pauline King, Jennifer Hurley, Jo Gillespie and Chris Ruddy, RMIT *University Library* • Session 3: **Reading/making the margins: creating inclusive spaces for critical, creative and collective reflection** Clare O'Hanlon and Dr Quinn Eades, *La Trobe University*
2.40	**Sharing Stories Presentation** **Your library is not the ocean: a student's campaign** Amy Clarke, *Deakin University*
3.05	Afternoon tea
3.25	Networking stories
3.40	**Invited Presentation** **Design thinking in academic libraries: building capacity for user-centred services** Edward Luca, *University Library, University of Sydney*
4.30	Closing comments

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Invited Presentation

Space oddity: understanding and supporting the interactions between physical and online library services
Dana McKay and George Buchanan, *iSchool, University of Melbourne*

What is a university library in 2020? Certainly the hallowed halls of silent study among thousands of untouched, dusty volumes is a vision of days gone by; but what now? Students still expect libraries to provide study space, but now that space needs to facilitate groupwork, in addition to solo work. And what of the "books, duh" that students say are the thing they most associate with libraries? To make way for the seats needed for study space, they are often pushed online, where all but the most popular few lie as unused as the dusty volumes of yesteryear.

All of this is taking place in a world where libraries are increasingly called on by administrators to justify their spending and show their unique value, separate from Google, study spaces, and online bookstores. One key way of ensuring the value of libraries is using both the physical and digital spaces effectively. Effective use means that students and academics alike can access the resources they need (be that study space or information resources) when they need them and in a way that suits them.

Our talk is based on a series of studies of physical and digital library spaces, and how to integrate them. We present lessons learned about how both types of space are used. We provide practical ideas for assessing the use of online and physical library spaces. We also give ideas for what academic libraries can do going forward to best support their communities online and offline.

Assoc. Prof. George Buchanan is the Director of the University of Melbourne iSchool. He was previously Director of the Centre for Human Computer Interaction Design at City, University of London. George's research interests focus on how people interact with information. His work has ranged from pioneering work on web navigation on mobile phones to the questions that people ask in bookshops.

Dr. Dana McKay is a recent PhD graduate from the School of Computing and Information Systems at the University of Melbourne. Prior to her PhD she worked as a user experience professional in the Library at Swinburne University of Technology. The crossover between professional and academic practice means Dana's work has a keen focus on helping information seekers find, select and use information autonomously. Her work has won several awards at conferences, and was recognised with a prestigious Google PhD fellowship in Human Computer Interaction.

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Lightning Talks

Digitising the past for the future
David Bradley, *Swinburne University*

Swinburne Library have collected a range of journals from the early to mid-twentieth century on the development of Australian architecture and design and materials on the nature of Australian society which has influenced these developments. Due to the age of many of the resources, many of the titles are fragile and are beginning to deteriorate. A number of journal issues have now been digitised to enable students completing their studies remotely to have access to a wider range of resources as well as preserving the collection for future student cohorts and academics conducting research in this subject area. This will also assist in preventing further deterioration and the need to purchase replacement copies that are difficult to source or expensive to re-purchase because the print copies will no longer need to physically handled. The digitisation project has allowed a number of library teams to work together and share their expertise in scanning, metadata creation, software testing and customisation, as well as promotion to academics and students.

David Bradley has worked in academic libraries for more than 13 years starting off as a Library Technician in a TAFE library. He has also had a brief stint as a weekend librarian in a public library. He currently works as a liaison librarian for the School of Design and Department of Psychological Sciences at Swinburne.

Beyond digitisation: bringing 1959 to 2019
Dr Caitlin Stone, *University of Melbourne*

Digitisation is a common enough practice in libraries and archives. But how can we move beyond a static PDF as the outcome of a digitisation project? This talk describes a project to create an interactive web version of a 1959 student magazine at International House, The University of Melbourne. Creating the web-based version enabled us incorporate images, newspaper articles, archival resources and other contextual information to expand and enhance the printed pages from 1959 for the readers of 2019.

Dr Caitlin Stone is the Librarian and Archivist at International House at the University of Melbourne. She has previously worked at the Baillieu Library, the eScholarship Research Centre and the University of Melbourne Archives. Her interests include cultural collections, personal libraries and prime ministerial history.

Using and developing multimedia learning objects (MLOs) for teaching and learning
Dana Kuljanin, *Victoria University*

The Victoria University Library is actively investing in the creation of digital resources in the innovative VU Block Model of learning. Use of Multimedia Learning Objects (MLOs) is a great way of engaging students in the learning process. Most MLOs have been designed to be

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reusable - this saves time in the block-based fast-paced working environment by avoiding the need to start from 'scratch' as the objects can be modified in a timely fashion and retrofitted to suit different subject or discipline contexts. Further, the MLOs have been designed with interactivity in mind, as the instructional short videos the librarians produce can be enriched with the interactive H5P content, such as multiple choice questions to check the viewers' comprehension, or provided with internal or external links at a certain point linking out to other relevant material.

Dana Kuljanin is a Scholarly Information Services Librarian supporting the College of Engineering and Science at Victoria University, as well as learning designer. She has worked in a variety of roles over the past 19 years, including the Client Services Librarian, Cataloguer, Information Researcher, and a Mechanical Engineering Draftsperson.

A balancing act – managing the demands of studying whilst working
Lisa Grbin, *Deakin University*

It can be challenging for new LIS graduates and students to experience and choose careers given the breadth of industry roles. As a Deakin University Library Cadet, I had the opportunity to work and study full time in a role which crossed-over between Library Advisory Services (LAS) and Liaison Librarian (LL) staff. Balancing service-point responsibilities with work amongst various liaison teams enabled me to apply theoretical knowledge and reciprocally, informed my study and career decisions with practical experience. Consolidating study and diverse work duties was challenging, requiring flexibility and effective time management to meet both team outcomes and fulfil educational commitments. Through learning to seize opportunities, prioritising and consulting various mentors, I was able to better position myself as a library professional. This lightning talk will briefly recount my early-career reflections, learnings and recommendations.

Lisa Grbin is currently a Library Advisor (Specialist) at Deakin University. Prior to finishing her library cadetship and Graduate Diploma in Information Management, she worked in both public and academic libraries in various roles. During her spare time, Lisa indulges her habit of saving (hoarding) second-hand books.

Not just a forest of links: making student-centred LibGuides
Tom Hyde, *University of Melbourne*

LibGuides are an important component of online library resources offered to students, researchers and staff at the University of Melbourne. A typical LibGuide is a long, multi-paged list of links and resources. While comprehensive, and great repositories of knowledge for librarians, feedback from students showed that guides were sometimes difficult to navigate, visually cluttered, and intimidating. We redesigned two of our most popular guides to make them more student-centred, accessible and dynamic. The design principles followed are being used to update other LibGuides across the Library. The goals of this project are to improve the usability of all public-facing LibGuides for students, to establish best-practice online learning

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design standards, and develop the design skills of library staff who will be creating online content in a new LMS.

Tom Hyde is Senior Librarian (Digital Learning Technologies) and a Liaison Librarian for the Faculty of Arts at the University of Melbourne. He has worked on numerous digital learning projects during his career as a learning and teaching librarian and is always thinking about ways to improve users' experience with the Library's online resources.

Librarian in residence pilot at La Trobe University
Beth Flack, *La Trobe University*

The Research Partnership Team at La Trobe University Library piloted a program to have a librarian sit within various departments, across three campuses, using various models, and within both colleges of the University. The aim of the pilot was to bridge the geographical separation between our partners and ourselves, to increase visibility, and to fit the University cultural qualities of being connected and accountable. It also extended the library's focus on outreach as a strategic goal in a tangible way.

The presentation shall present background to the project, performance of the project, lessons learnt during the project, and final recommendations.

Beth Flack is from La Trobe University Bendigo Campus and is the Coordinator of Library Research Services for the College of Science, Health and Engineering. She has been working in this role since 2015 and was the recipient of a team award from the La Trobe Vice Chancellor in 2016.

Gippsland and Regional Studies Collection: the role of a special collection with community engagement
Myles Strous, *Federation University*

In 2018 Federation University Library took possession of, and responsibility for, a regional historical research collection formerly under the aegis of the School of Arts.
The resulting library staff involvement and increase in collection accessibility has seen a dramatic increase in two-way library-community involvement and use of the collection.

Myles Strous is a Liaison Librarian at the Gippsland campus of Federation University Australia, supporting health, life sciences, and STEM disciplines. Along with other librarians on the campus, he has also recently been involved in supporting community members and researchers in historical topics through the reinvigorated Gippsland and Regional Studies Collection.

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Sharing Stories Presentation

Shining through storytelling: adventures in podcasting
Ashley Sutherland and Andrea Hurt, *University of Melbourne*

Where do podcasts fit in academic libraries? 2019 marks the 60th anniversary of the Baillieu Library. Loved by many students and staff since 1959, the Baillieu looms large on campus and in people's memories. Come with us on a journey as we turn a vague idea into a series of podcasts with prominent alumni.

Listen as our protagonists dodge funding hiccups, climb steep learning curves, leap creative road blocks and defy their own expectations. With enthusiasm, laughter and the occasional high five, find out how we went from zero knowledge to associate producers of a podcast series.

Everyone has a story to tell. And this is ours.

Andrea Hurt is focussed on outreach and the user experience. People and spaces are her priority as the Client Services Librarian, 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.

Ashley Sutherland has been called many things over the years, and now gets to add Associate Producer to the list. Her varied job titles include Mum, Orchestral Musician, Music Teacher, Professional Library Cadet, Liaison Librarian, Senior Librarian (Digital Technologies) and Arts Faculty Librarian. When not in the library, Ashley is usually playing the clarinet, reading, taking her daughter to ballet, singing, or listening to a podcast.

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Sharing Stories Presentation

Better living through ethnography: how a user experience centred approach is changing the Caulfield Library post-refurbishment
Marcus Chester, *Monash University*

In 2017 the newly refurbished Caulfield Library opened. Boasting breathtaking, light filled, open spaces, a doubling of seating capacity, and teaching and study spaces using the latest technologies. It was featured in Open House Melbourne and won the 2019 ALIA Library Design Award for the Academic Libraries. But when it came time to study, the students were not as impressed as you would have expected. In this presentation you will hear the story of how user experience research is transforming the Caulfield Library from the initial design into a more functional space geared towards student success.

Marcus Chester has been working in academic libraries for a while now and has been leading teams broadly responsible for physical spaces for most of that time. Library renovation projects seem to have followed him on his journey, which has taken him from Melbourne to the United Kingdom and back again. He is always curious about what happens when people interact with libraries.

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Breakout sessions

Session 1: Learning from the rest – channelling Q&A style panels for sharing staff development learnings
Fiona Russell and Elizabeth Delacretaz, *Deakin University*

Reflection is an intentional and critical thinking practice recognised across universities to consolidate learning.

This breakout session will provide an overview of new approaches being used at Deakin Library to share learnings from conferences and formal staff development opportunities, which prioritise reflection and created spaces for staff to share and create professional growth. These changes aim to move staff beyond the passive absorption of information to enable them to embed learning to improve Deakin Library programs. This workshop includes an overview presentation, small group activities and a workshop attendee Q & A panel to enable participants to experience the approach.

Fiona Russell is the Manager, Faculty of Health Library Services at Deakin University. In addition to leading the Faculty Liaison team, she also manages the Waurn Ponds campus in Geelong. Staff development is a new component of her role, and Fiona has been working with others across the library to encourage staff to consider their development needs and the variety of opportunities available.

Elizabeth Delacretaz is the Learning and Teaching Librarian at Deakin University and has been working at Deakin for 9 years within the library. She is part of a small team that focuses on designing engaging, interactive online activities to enhance student learning and digital literacy skills, as well as delivering capacity building opportunities for library staff. Elizabeth coordinates a series of Digital Demo talks each month to build upon staff digital skills through an opt-in peer-learning model.

Session 2: Reshaping our practice - using agile teams to deliver projects
Pauline King, Jennifer Hurley, Jo Gillespie and Chris Ruddy, RMIT *University Library*

Librarians at RMIT University Library are shaping innovative ways of working with course co-ordinators, learning designers and other stakeholders, using technology and resources to support new approaches to pedagogy. Being part of an agile project team allows people to be creative, innovative and acknowledged for their expertise. Our agile project teams place the learner and teacher at the centre of creating and delivering relevant and contemporary learner experiences. This session will draw on our experiences of working in an agile environment using 4 key strategic projects as examples. Through workshop activities and a pre-reading activity, participants will be able to reflect on their own agile work experiences and discuss how they can bring agile to their own workplace.

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Additional session information: A short pre-reading will be sent to you a week before the event.

Jennifer Hurley leads the RMIT University Library's projects on open educational practices and resources. She has a long-standing career in academic libraries and has collaborated with academics and teachers to deliver innovative resources and research training to students and staff. In November 2017 she was presented with a College of Business Excellence in Teaching Award for her participation in enhancing the student experience in a Master of Professional Accounting course. As the course coordinator for the RMIT Juris Doctor course Human Rights Law in Australia Jennifer practised open educational approaches to delivering the course curriculum. She is passionate about working with academics to enhance their course content, especially with the use of open educational resources. Jennifer is a PhD Candidate (Law) in the RMIT Graduate School of Business and Law.

Jo Gillespie is Project Lead for the Library Microcredentials (Creds) team. Jo has been working with Library staff and RMIT Creds in developing and delivering a digital literacy 'stack' of microcredentials.

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.

Christine Ruddy is a Teaching and Research Librarian at RMIT University Library.   Christine has previously worked as a Reference Librarian at RMIT, and Campus Librarian at Melbourne Polytechnic. Christine has a keen interest in information and digital literacies, and has co-authored two conference papers on information literacy in the TAFE sector. Christine is currently working on library-supported modules for the RMIT Creds program, about which she has co-authored a paper for JALIA and the upcoming VALA 2020 conference.

Session 3: Reading/making the Margins: creating inclusive spaces for critical, creative and collective reflection
Clare O'Hanlon and Dr Quinn Eades, *La Trobe University*

This workshop will explore aspects of a facilitated Reading/Making Room event held in July 2019 at the Arts House in North Melbourne as part of the launch of the Making the Margins collaborative creative research lab. The 3-day participatory event was designed to encourage community exploration of the themes of body, time and place through creative collaborative practice, thinking, reading, discussing, and making theories, histories and practices. The space was resourced with materials from collections at La Trobe University Library, Melbourne Library

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Service, the Australian Lesbian and Gay Archives, Sticky Institute, as well as Quinn Eades' and Son Vivienne's personal collections and creative research outputs.

In this breakout session, we will set the scene by sharing insights from the reading/making room and then recreate an aspect of it to give participants a chance to experience it and make something connected to the themes of body, time and place in a small group. This will be followed by a discussion about the opportunities this type of initiative opens up for academic libraries and exploration of the potential benefits of and methods for creating inclusive spaces for critical, creative and collective reflection within our university communities.

Clare O'Hanlon is a librarian at La Trobe University by day and archivist at the Australian Lesbian and Gay Archives (ALGA) by night. You may have seen them quietly queerying the catalogue, providing clareification, and curating the revolution in galleries, libraries, archives and museums in Victoria and beyond (in real life or on Twitter @clareifications). They are passionate about facilitating collaboration between independent community based archives and mainstream GLAM institutions, encouraging critical, creative and collective reflection across the sector, and have recently become a committee member with newCardigan.

Dr Quinn Eades is a researcher, writer, and award-winning poet whose work lies at the nexus of feminist and queer theories of the body, autobiography, and philosophy. Eades is published nationally and internationally, and is the author of all the beginnings: a queer autobiography of the body, and Rallying. Eades is a Lecturer in Core Interdisciplinary Studies at La Trobe, as well as the founding editor of Australia's only interdisciplinary, peer reviewed, gender, sexuality and diversity studies journal, Writing from Below. He is currently working on a book-length collection of autobiographical fragments from the transitioning body titled Transpositions.

Sharing Stories Presentation

Your library is not the ocean: a student's campaign

This year Deakin Library developed a project brief in consultation with a Design unit chair to create an assessment task.

The challenge: communicate serious messages in a fun way.

The messages: don't bag seats; keep noise down; clean up after yourself; report disrespectful behaviour.

The result? 'Your library is not the ocean': a dynamic, animated campaign featuring facts about sea creatures correlated with unwanted library behaviours.
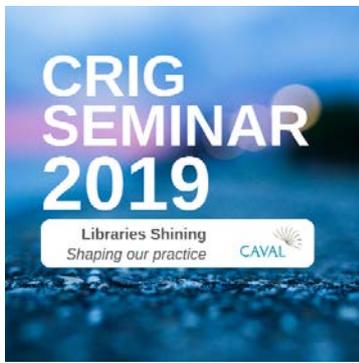
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Communications coordinator Amy Clarke and student designer Maddison Trainor will discuss the ins and outs of collaborating with academics, students, marketing, library executive and the digital experience team to launch a successful campaign.

Amy Clarke is an author and communications specialist with more than seven years of experience working across the legal, IT and higher education sectors. Since May 2018, she has managed communications and engagement activities for Deakin Library across all five campuses including the Cloud.

Maddison Trainor is a third-year design student studying a Bachelor of Creative Arts (Visual Communication Design) at Deakin. Maddison's campaign idea, 'Your library is not the ocean', was selected by members of DUSA and the Library Executive leadership to be implemented on interactive campus screens, social media channels and printed media. Her time working with Deakin University Library has granted her exciting and invaluable experience learning alongside some of Deakin's talented creative professionals.

Invited Presentation

Design thinking in academic libraries: building capacity for user-centred services
Edward Luca
University Library, University of Sydney

Design thinking is a creative problem-solving approach that can be used to aid decision-making and develop library services. An increasingly popular methodology in industry, libraries are beginning to turn to design thinking to develop user-centred services.

Design thinking invites staff to examine their assumptions about their users and develop a richer understanding of their needs before moving to a solution. Through building empathy and gathering genuine feedback, staff grow creative confidence and become proactive participants in service design. This presentation will provide an overview of the process and share a series of case studies applying design thinking in an academic library context.

Edward Luca is a library practitioner and researcher. He currently leads a team of liaison librarians at the University of Sydney Library, providing teaching and research support to the Faculty of Medicine and Health.