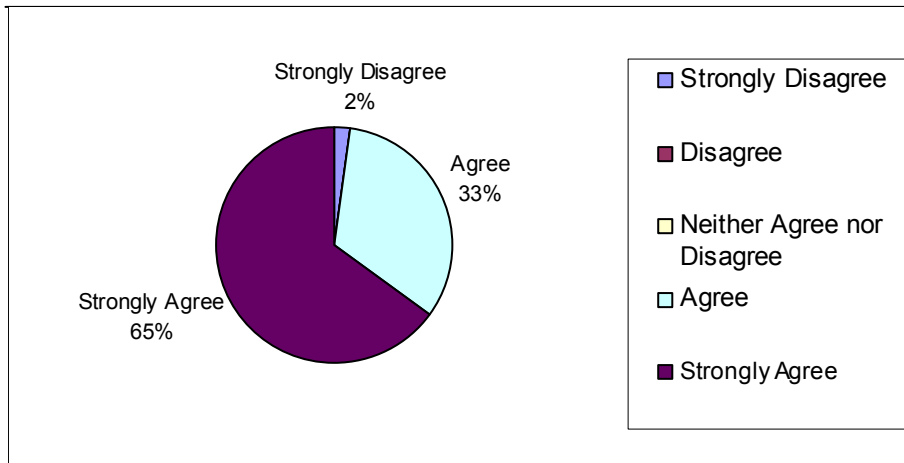


## Monash-VATL Research Project: Preliminary Findings

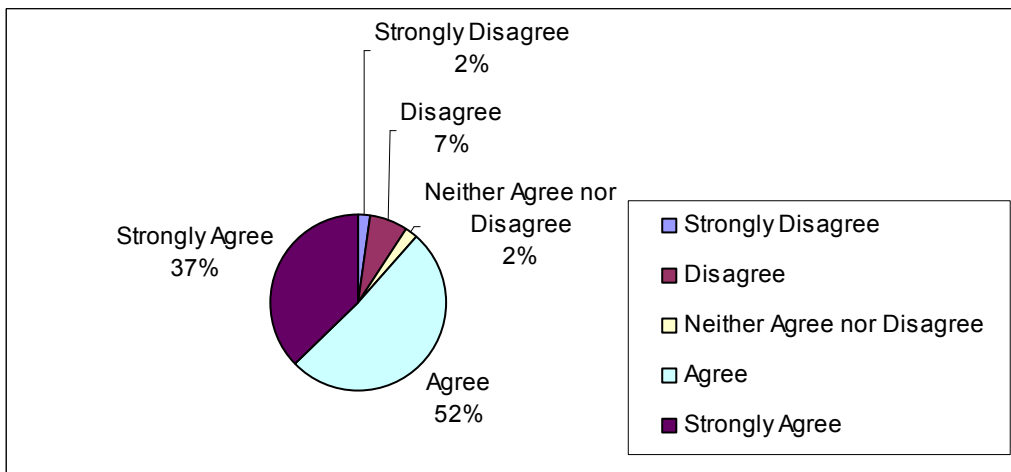
[Number of respondents: 43]

### STAFFING

**Q1: The scope of staff roles in TAFE libraries have changed over the last ten years.**

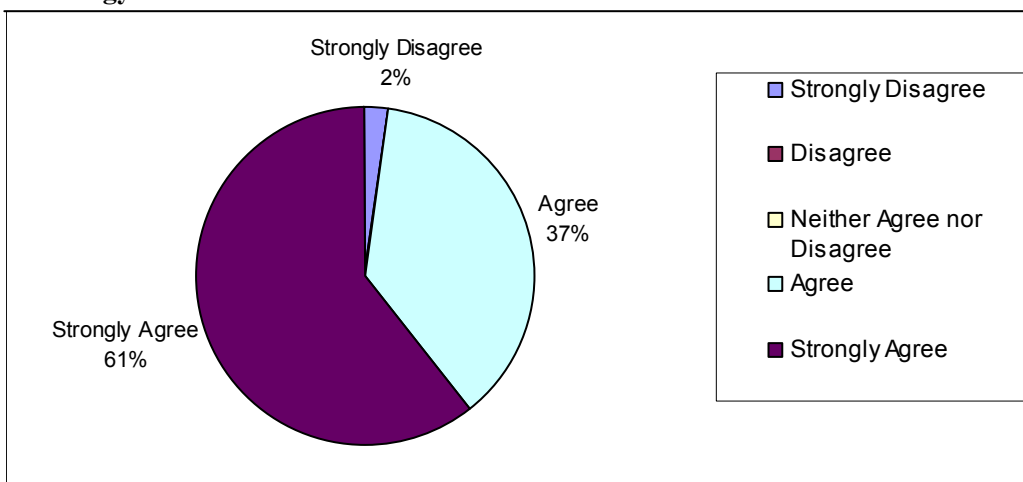


**Q2: New positions are needed in the library to accommodate changes in the community.**

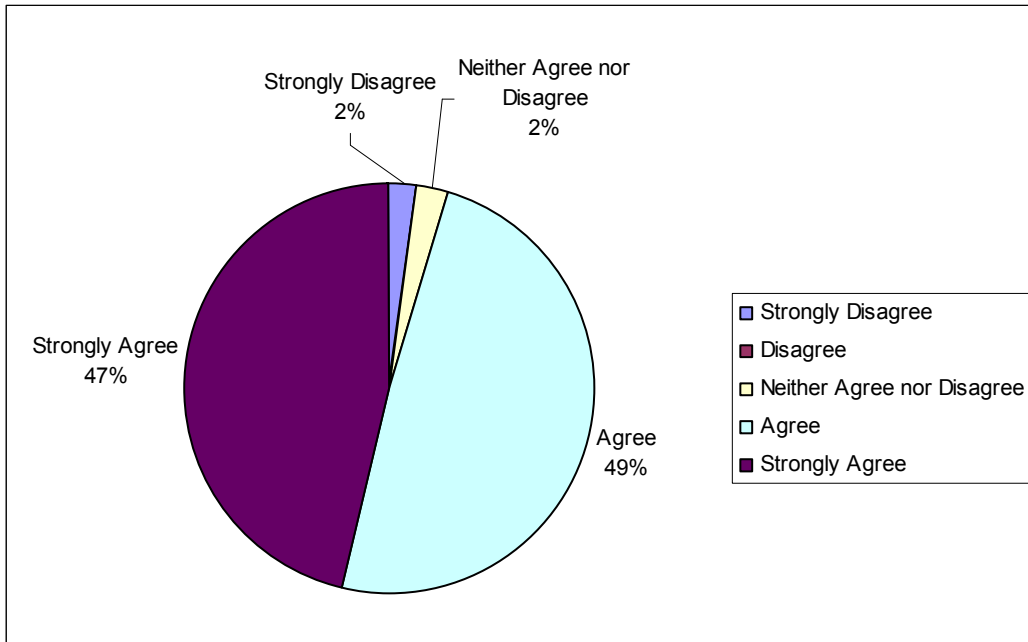


*All we need are revised position descriptions – not necessarily new positions*

**Q3: Library staff need more training to accommodate changed work practices & new technology.**

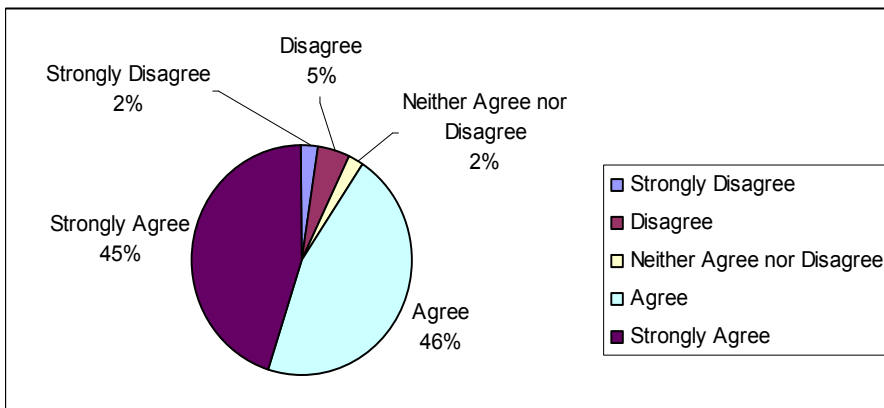


**Q4: Library staff require more professional development.**



*Inability to source appropriate staff development from suppliers*

**Q5: There is a need to recruit staff from diverse backgrounds.**



*Not sure what this actually means – e.g. other cultures, other professions, etc. – cannot meaningfully answer this.*

**Q6: Comments / Other issues [Staffing]:**

- **Budget issue**  
*At regional TAFE there is never enough budget to cover the staffing we think is needed.*
- **Adaptation to changes and training**  
*TAFE library staff are keeping up with the changes, are very adaptable and are continuously learning new skills.*

*Chronic need for staff with new skills and mindsets – strong conservative always do what always done – in both TAFE libraries and TAFE practice generally. Will one change without the other?*

*If Degree programs are offered, it will require staff to up-skill.*

*Staff need to be computer-literate and they need training and support to do this. They need to be practical hands-on skills, and more roving staff are needed to help students.*

*Key areas for staff are customer service skills; communication skills are more important than ever with our diverse client groups; We need to attract younger staff to TAFE libraries.*

*staff with more up to date knowledge on current technology*

*Teams need to have not only a good mix in terms of skill sets IT, AV technology etc (not necessarily library training) but also age, ethnic and gender mix..it is great to have young people on the desk or in the commons area.*

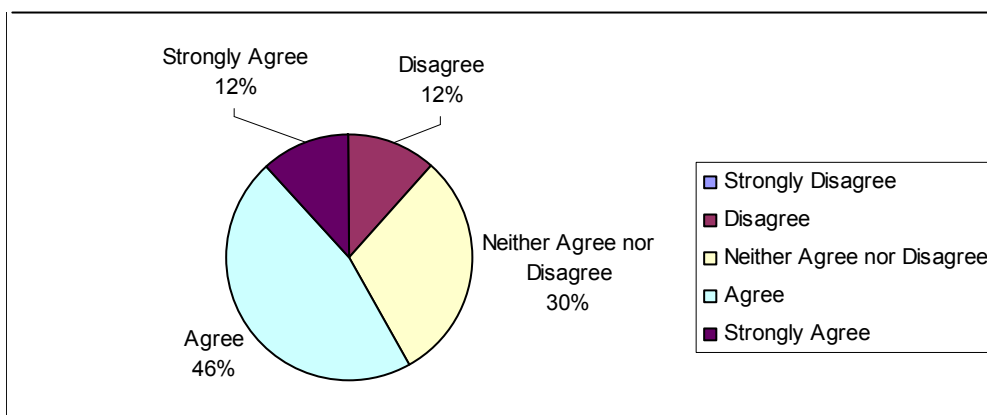
*Some staff, particularly long term employees are unaware of developments such as social software including blogs, wikis and RSS.*

*Library staff have become facilitators of learning, requiring more computing skills than ever.*

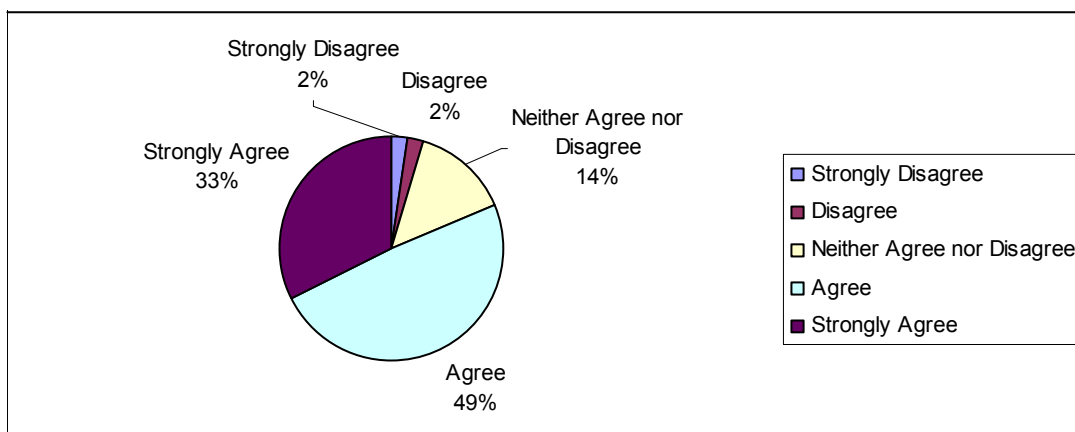
- Management support  
*Roles have changed within the library sector, and these need to be recognised by upper management.*

### CHANGES IN SERVICE PROVISION

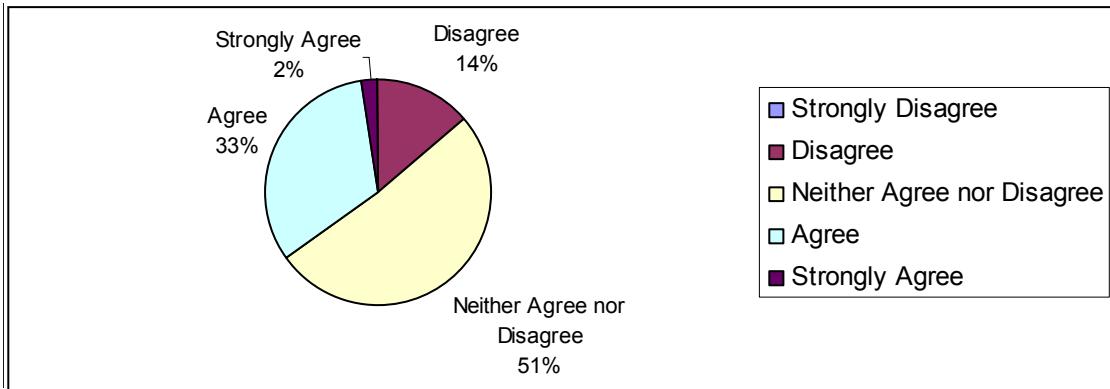
**Q7: In my own library/institution, I have observed a shift to greater collaboration with other institutions and libraries.**



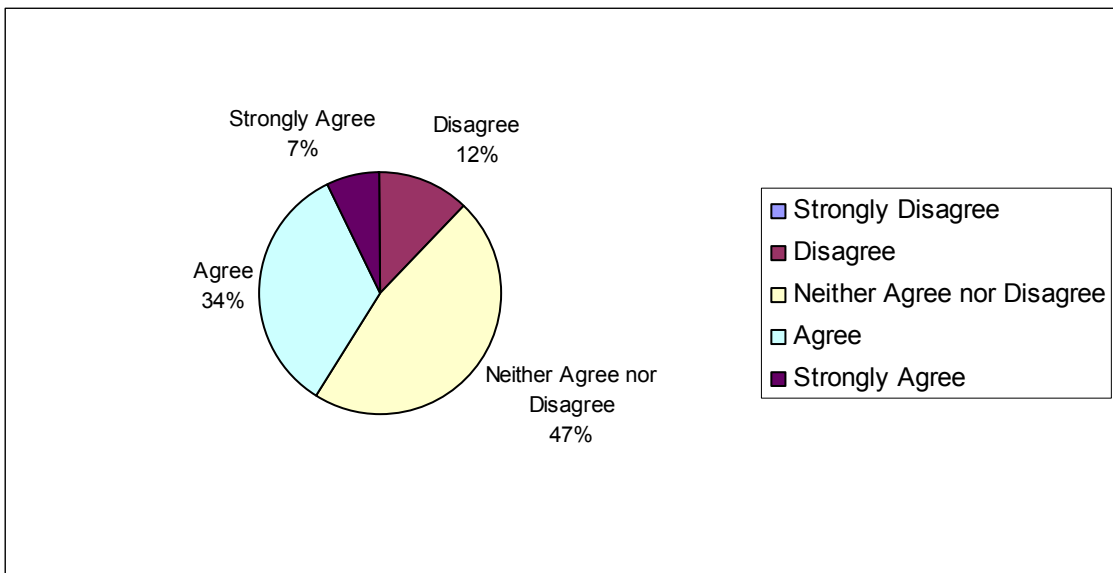
**Q8: More collaboration needs to happen with other institutions and libraries to enhance the quality of library services and resources.**



**Q9: There is an increase in community-centred services.**

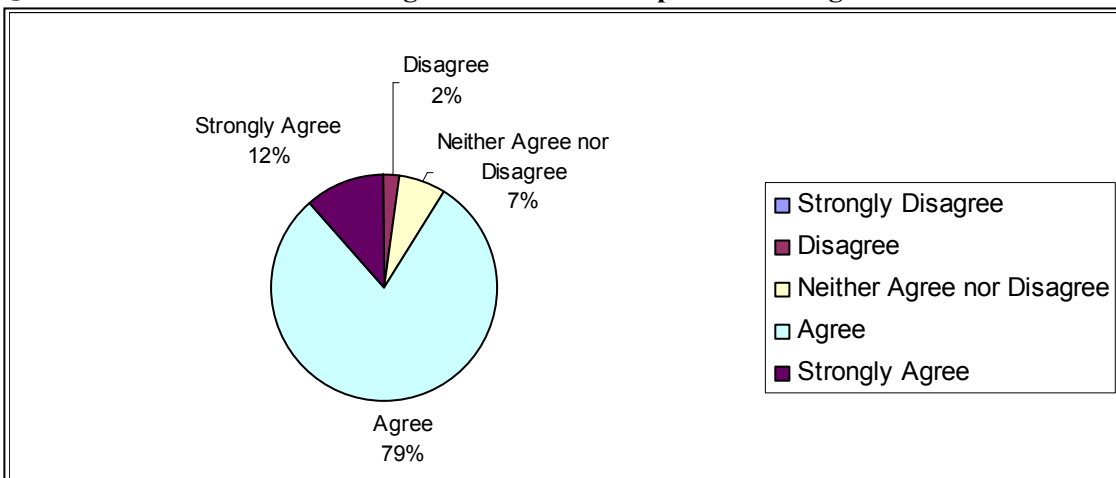


**Q10: I have observed changes in existing services of TAFE libraries as a result of institutional collaboration.**



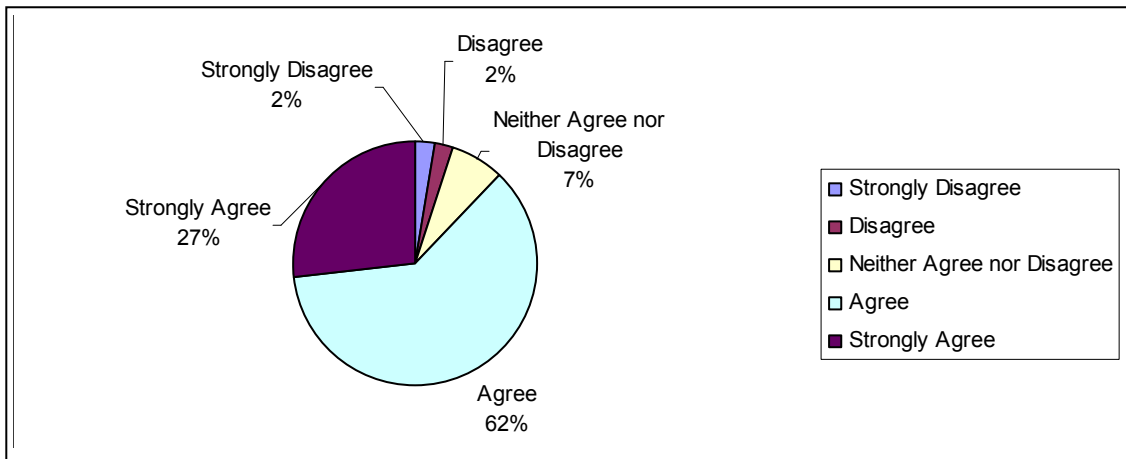
*Minor changes as a result of collaboration, networking and learning from colleagues, more so.*

**Q11: TAFE libraries are creating new services in response to changes in the environment.**



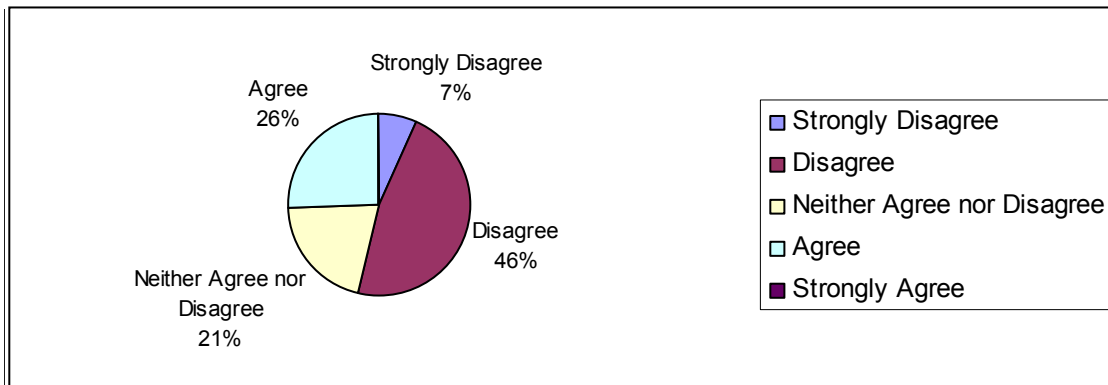
*Budget support is required in order to respond to changes*

**Q12: There is an increase in the availability of electronic resources in TAFE libraries.**



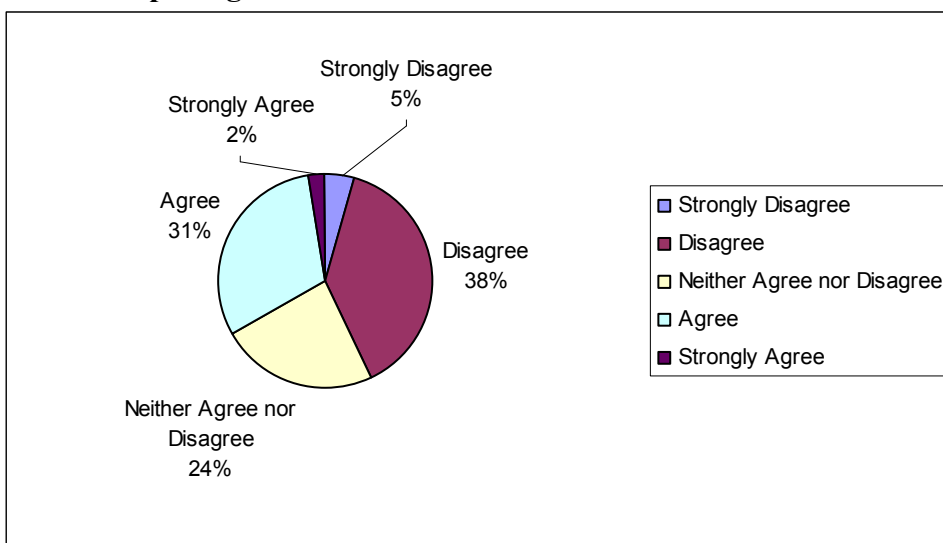
*Budget support is also required to increase the availability of electronic resources. If you mean licensed, then no.*

**Q13: The budget available for various types of resources (e.g. electronic resources, books, multimedia, etc) has changed significantly.**



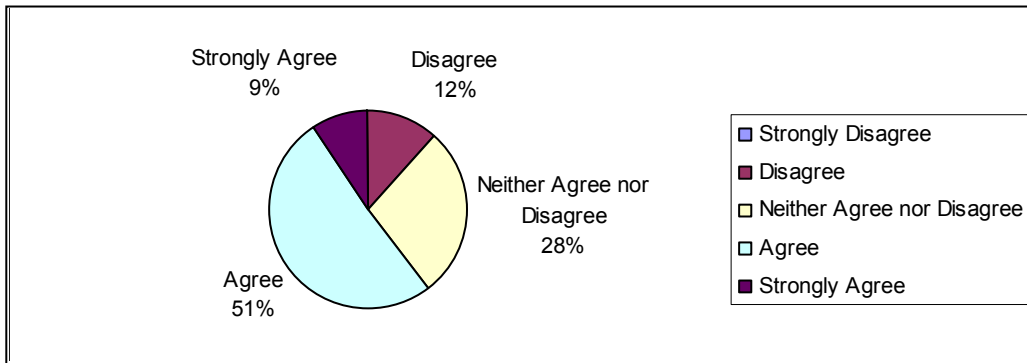
*Regional TAFE is poorly funded and it has been a long hard battle to attain electronic resources (2006=4; 2007=5) – No budget increase.*

**Q14: The opening hours of TAFE libraries have increased.**



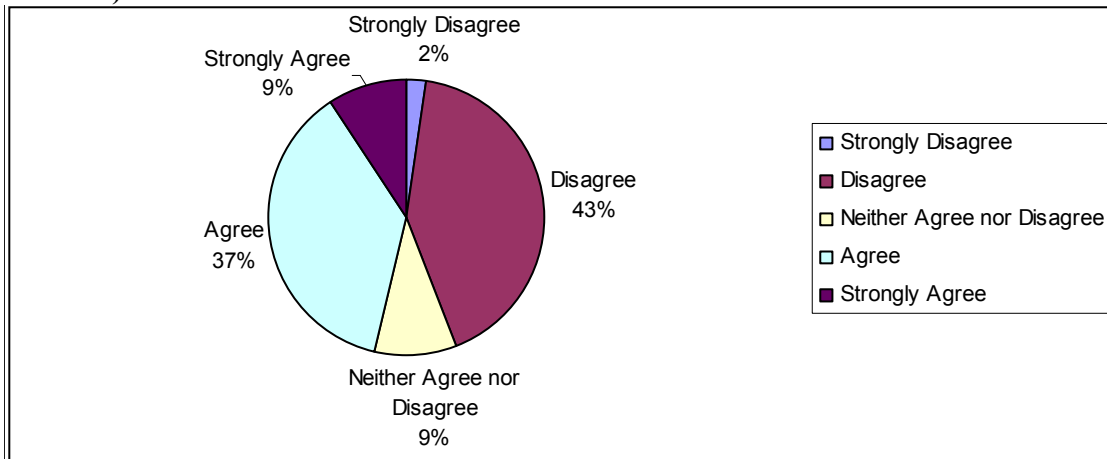
*Opening hours are constrained by low staffing – opening hours have been stagnant for many years.*

**Q15: Services in TAFE libraries have changed to becoming more collaborative and open.**



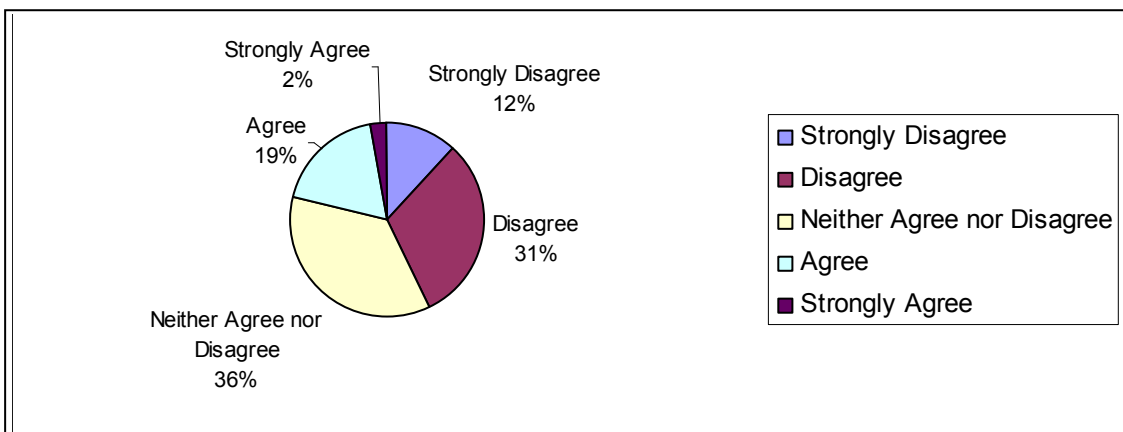
*I think there are attempts at this.*

**Q16: In my own library/institution, we share information resources (including electronic resources) with other libraries/institutions.**



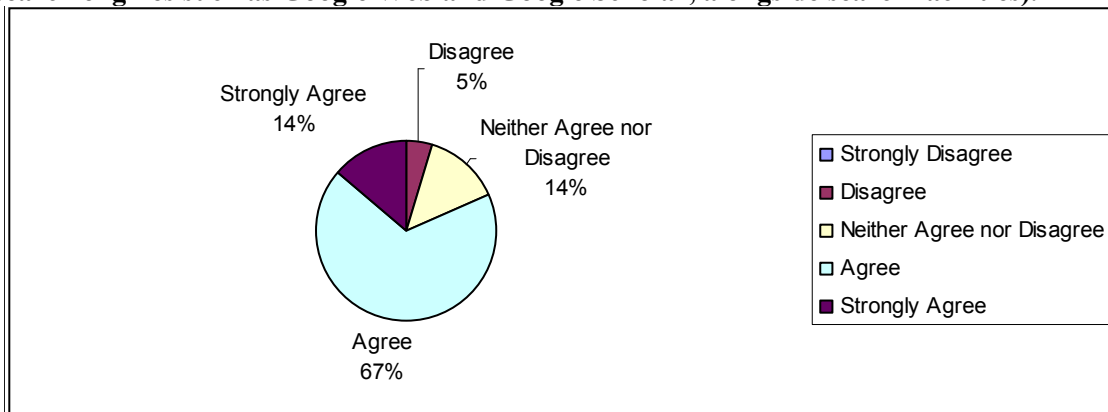
*Resources (books & AV) are shared, but not electronic ones.  
More in the public libraries (e.g. Gulliver) than in TAFEs.*

**Q17: Multiple site licenses have been negotiated successfully for this purpose.**



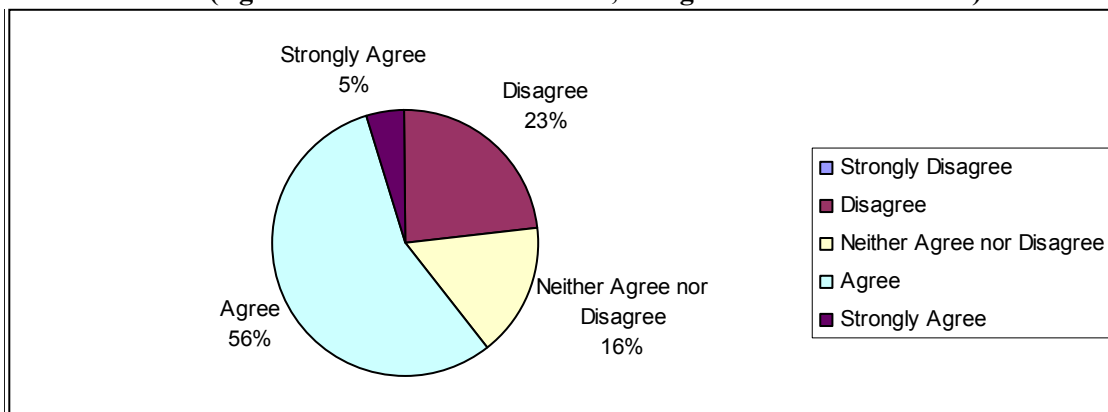
*Limited success – not all libraries partake.*

**Q18: TAFE libraries are effectively tapping into the Web to enhance services (e.g. use of search engines such as Google Web and Google Scholar, alongside search facilities).**



*Google was a godsend for the poorly funded library. Teaching students to critically analyse information GOOGLED has been a primary objective.*

**Q19: TAFE libraries are effectively using information and communication technologies to enhance services (e.g. online chat with a librarian, alongside reference services).**



**Q20: Comments / Other issues [Changes in service provision]:**

- Type of TAFE (dual sector, standalone, joint use, etc), region (city, country), and limitations. *As a small Regional TAFE, there are not enough staff who have the current skills and/or time to fully utilise new technologies.*

*Dual sector Institute libraries have far greater access to electronic resources than other TAFE libraries.*

*CAUL consortia is great, but doesn't include TAFEs and Gulliver & Bruce consortia for public libraries doesn't include TAFEs either.*

*The gulf between the electronic resources "rich" and the "poor" is really noticeable in TAFE libraries, particularly small stand-alone TAFEs, which can't provide the same access.*

*Joint-use libraries appear to be a necessity for smaller TAFEs, but bring about their own set of problems with resources / access to computers.*

*Not sure about most of these, as I work in dual sector.*

*I work in a dual sector university so our funding is enhanced when it comes to electronic resources.*

*Some questions are difficult to respond to as I am in a cross sectoral institution & TAFE sector of the library does to some degree 'piggy back' on the higher ed resources, especially in the electronic resources area & use of Metalib.*

- **Budget and Funding**

*Many of the enhancements to service enhancements (e.g. increased hours, electronic resources, online chat, etc.) are severely restricted by inadequate funding.*

*Funding keeps development of e-resources at bay.*

*Although budgets have generally increased, online databases are still very expensive and as a result, many TAFEs still cannot afford to have more than just a few general databases.*

*I work in a dual sector university so our funding is enhanced when it comes to electronic resources.*

*Increased funding for staffing is needed to be able to do all of these things effectively*

*the above all sounds like fantasy. We don't have the funds to purchase more electronic funds open for longer hours and we don't have multiple site licences at this stage. Is this TAFE in Victoria. We have the same electronic resources...we'd like more/...we're looking at it*

- **Licensing / copyrights**

*Copyright restricts the sharing of online resources.*

- **Literacy/curriculum programs**

*Consider question about training in information skills – a significant part of the work of many TAFE librarians. How will they be affected by the changes in resource delivery / discovery and the fact that most young people are now very experienced with the web.*

*Teaching staff need training/encouragement to build e-resource use into their curriculum and see it as important to student learning.*

- **Disparities and Divide**

*The gulf between the electronic resources “rich” and the “poor” is really noticeable in TAFE libraries, particularly small stand-alone TAFEs, which can't provide the same access.*

*Some libraries are moving ahead on above criteria on a much more advanced rate than others.*

*The extent to which TAFE libraries are responding to changes above varies considerably.*

*Resources and technologies are being used, but not to their full potential and there is still a gap between knowing about these technologies and using them on a regular basis to assist with reference enquiries*

- **Technology**

*Communication tools in particular need to be sorted out, for in the majority of cases something doesn't quite work – be it inexperience from staff, old PCs that aren't up to the task, or poor IT support.*

*Online chat, blogs, Wikis etc are boutique services that we are assuming our clients want. They may use them for entertainment but do they really want to use them for communicating*

with the library? If we use Web 2.0 technologies need technology champs to moderate these services.

At my own TAFE Library I don't feel we use existing communication technologies effectively.

- Collaboration

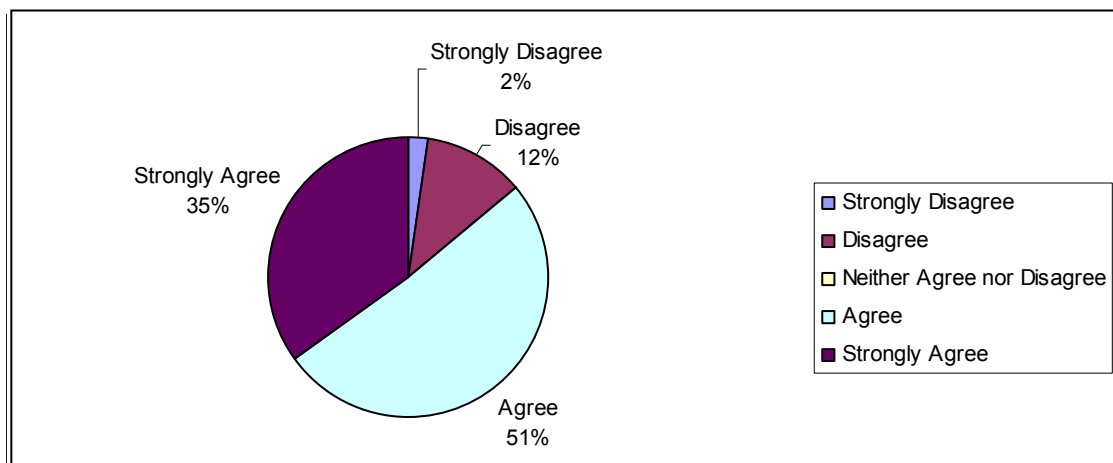
Not sure collaboration on an operational basis is going to resolve dilemmas across the system.

In my institution access to collaborative, electronic resources has been facilitated through the amalgamation with HE..the TAFE budget tho has not increased dramatically to reflect reflect the involvement in these collaborative arrangements

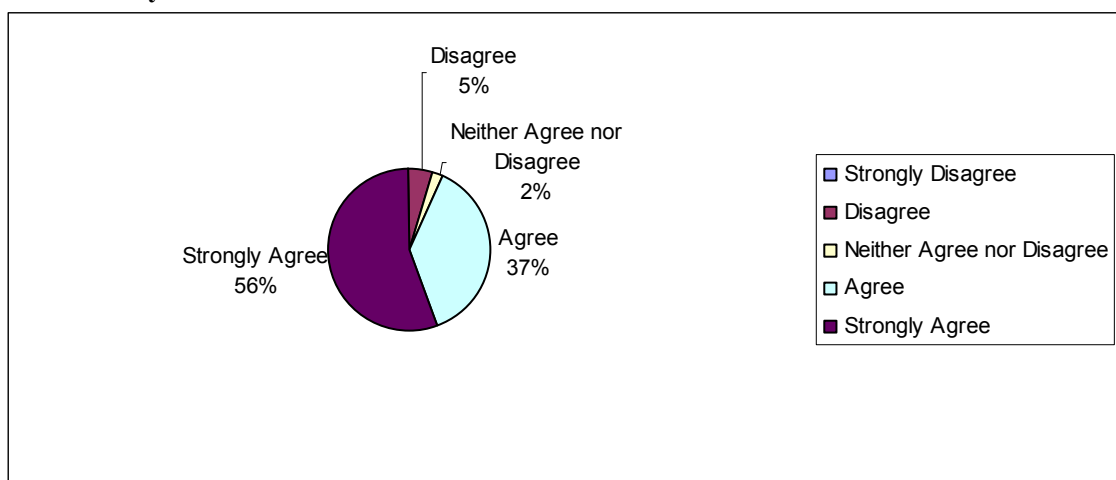
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### PHYSICAL FACILITIES

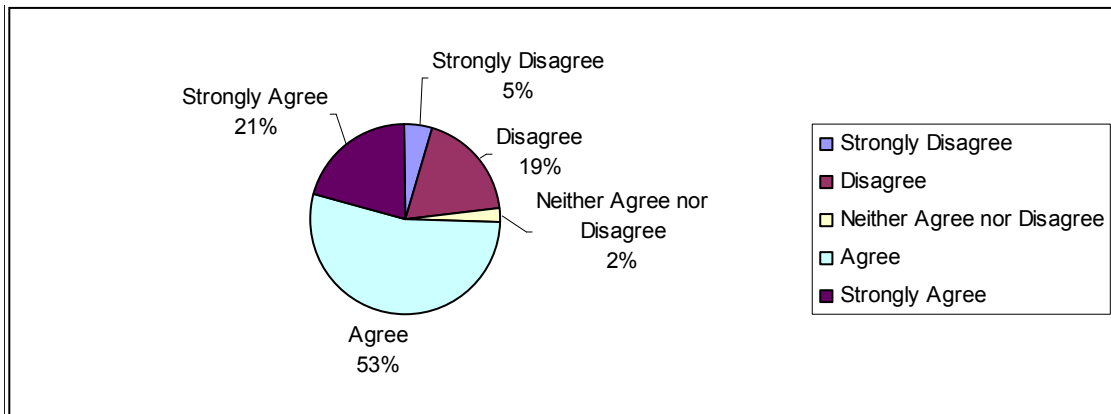
**Q21: The physical spaces of the library have changed over to years to include more communal, interactive, and open spaces.**



**Q22: Communal, interactive and open spaces are more effective for the library users and staff of today.**



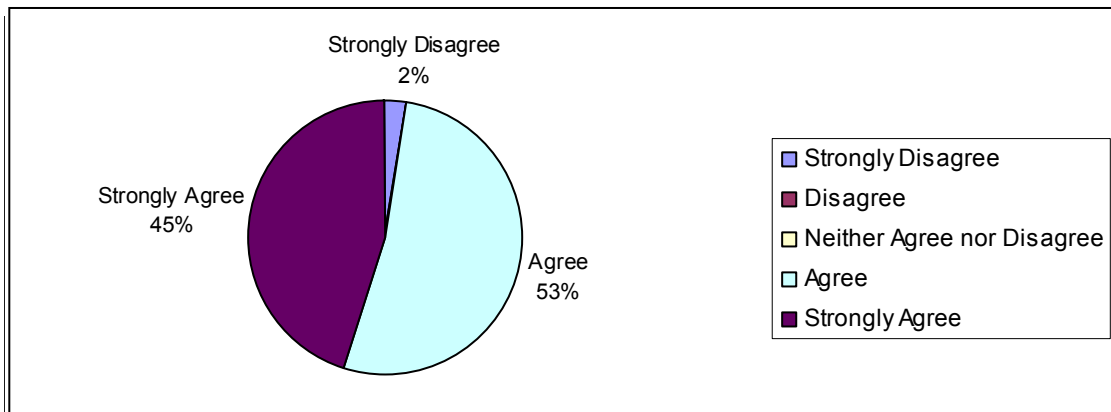
**Q23: There are changes in the types of resources available in the library (e.g. increase in collections of journals, decrease in books, etc).**



*There are changes, but the degree of change is an issue.*

*There are changes, and profound ones, but not the trend indicated here*

**Q24: There is an increase in the number of computers and laptop workstations in the TAFE library.**



**Q25: Comments / Other issues [Physical facilities]:**

- Technology

*More computers are needed, but access to more is restricted by both funding and space.*

*TAFE Libraries are often unable to afford wireless technology – the next step.*

*The up take of PC and flexible delivery, accessing Australian Standards etc depends very much on the department eg the Building Dept has a much lower uptake than the Nursing Dept.*

*It seems we never have enough computers!*

- Trends

*Spaces need to be more flexible than ever.*

*There are now far more PCs.*

*Physical environment appears more and more important for students – TAFE library as a pleasant, attractive, safe environment with appropriate levels of student support (particularly for international students)*

*Spaces should be more flexible and social. Real one stop shops for student support and integration of services.*

*Has been some support for computer pits in TAFE, but not supported by appropriate staff for ongoing benefit – i.e. Once off OTTE funding for computers and room, but students basically on their own to use the equipment.*

*The up take of PC and flexible delivery, accessing Australian Standards etc depends very much on the department eg the Building Dept has a much lower uptake than the Nursing Dept.*

*Journals have increased in price. we cull them unless for new degree courses. We are not creating spaces we are using the spaces we have and we don't have quiet study areas..the latter would be good.*

*The major change in resourcing has been to resources that are electronically/remotely accessible...because these are expensive less of the budget is given over to resources such as books...use of ebooks is growing but lack Australian content*

*There is the need for communal spaces, however, silent study places are still in demand*

- **Limitations**

*More computers are needed, but access to more is restricted by both funding and space.*

*Lack of funding means that buildings and spaces are lagging behind.*

*The increase in e-resources lags well behind requirements for users.*

*The major change in resourcing has been to resources that are electronically/remotely accessible...because these are expensive less of the budget is given over to resources such as books...use of ebooks is growing but lack Australian content*

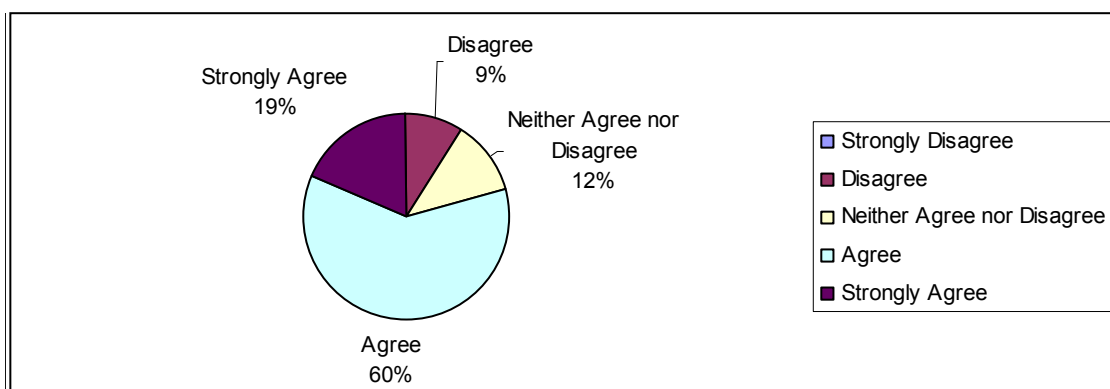
- **Suggestion for conference**

*Don't know the physical facilities of all TAFE Libraries. It would be good to do a "snapshot".*

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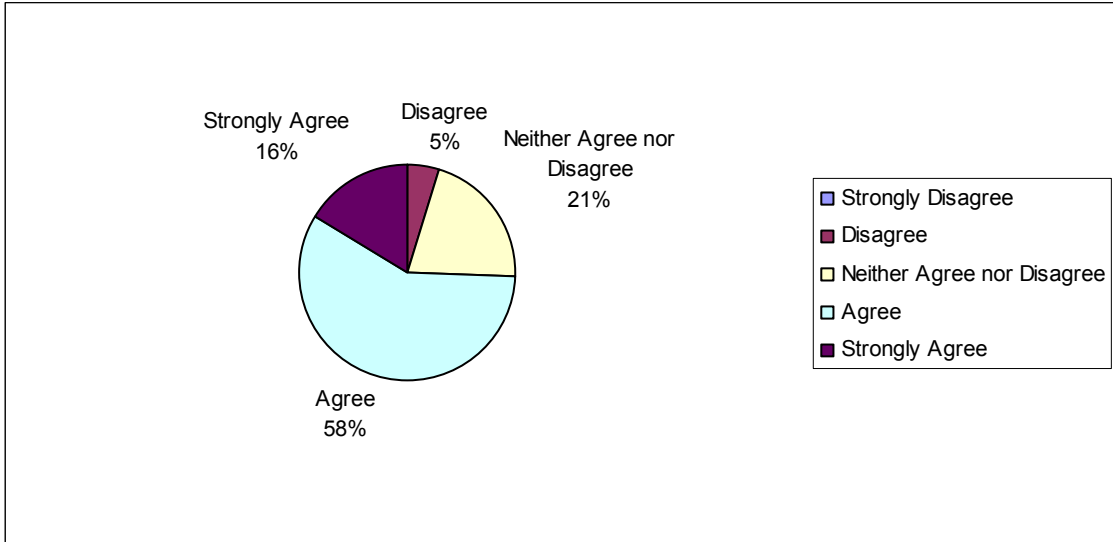
### AVAILABILITY AND ACCESS

**Q26: Generally, there is an increase in the availability of services and facilities in TAFE libraries.**



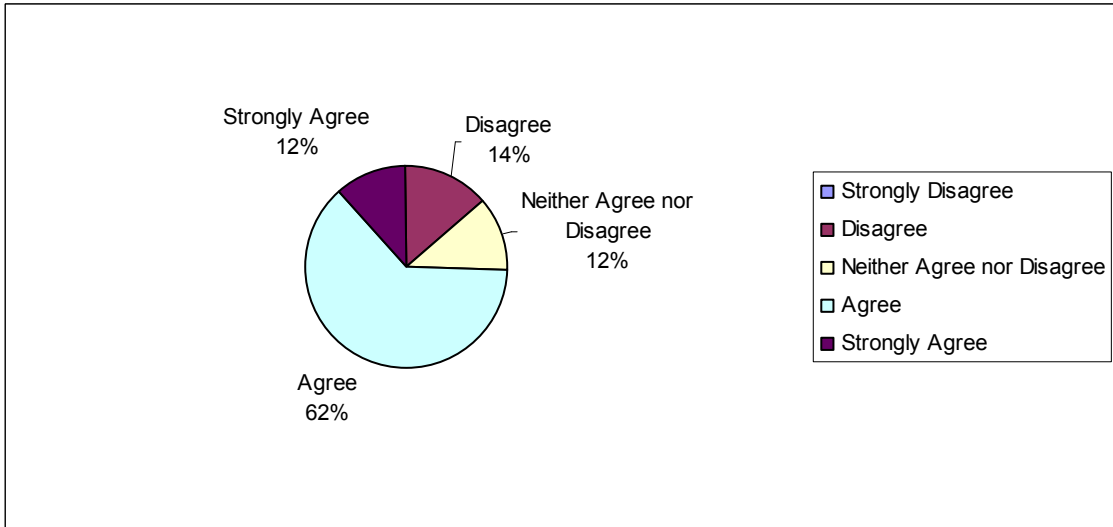
*There is an increase in services, but no dropping off outdated services.*

**Q27: Services, resources, and facilities in TAFE libraries are accessible.**



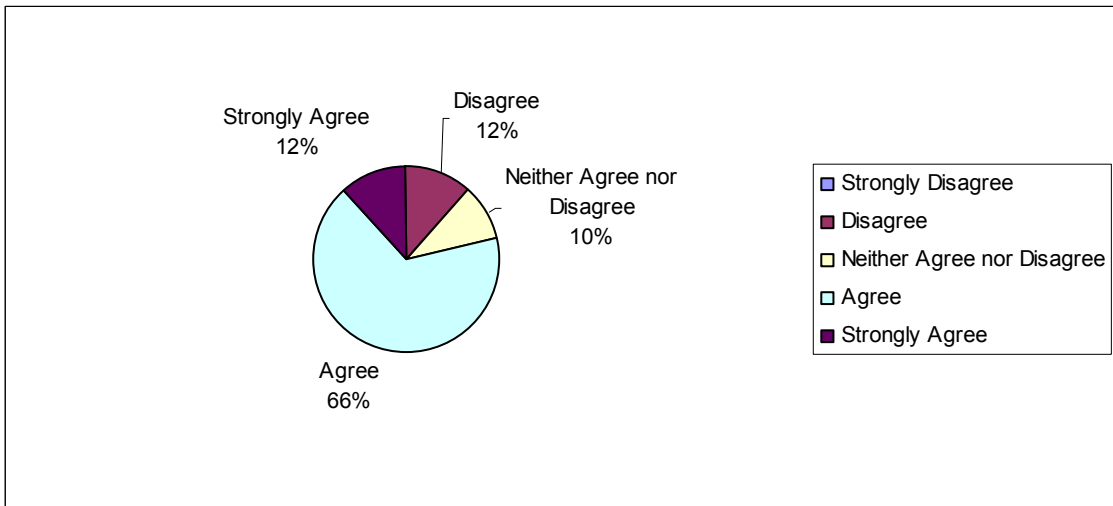
*To a degree – resource issue.*

**Q28: Access to electronic and physical resources is easily available in TAFE libraries.**

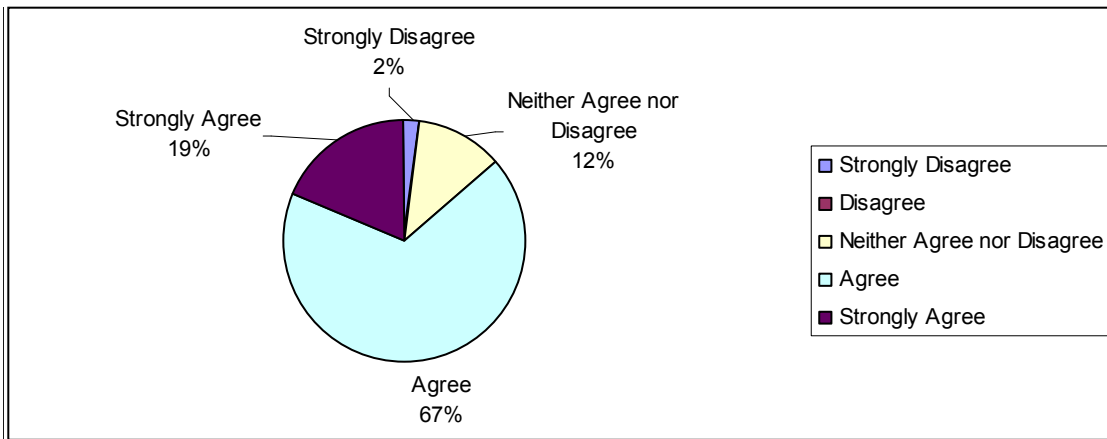


*We make it difficult for students to access – we need to purchase tools to make access easier.*

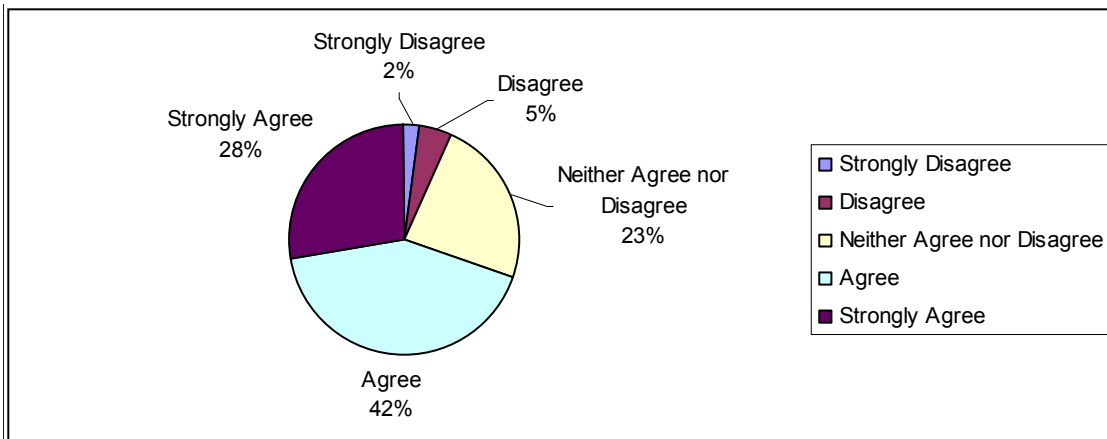
**Q29: There is remote access to resources and services in TAFE libraries.**



**Q30: Library users have become very mobile (this also refers to their use of mobile devices).**



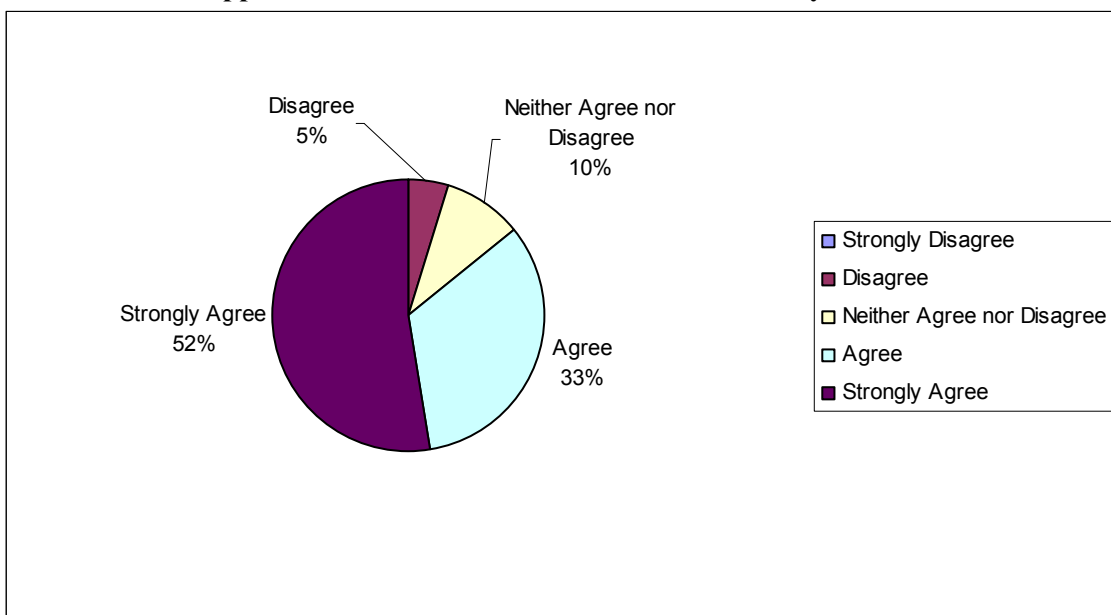
**Q31: Policies governing authentication of users need to be re-examined.**



*Especially in joint-use environments.*

*Not sure what this question means – IT support?*

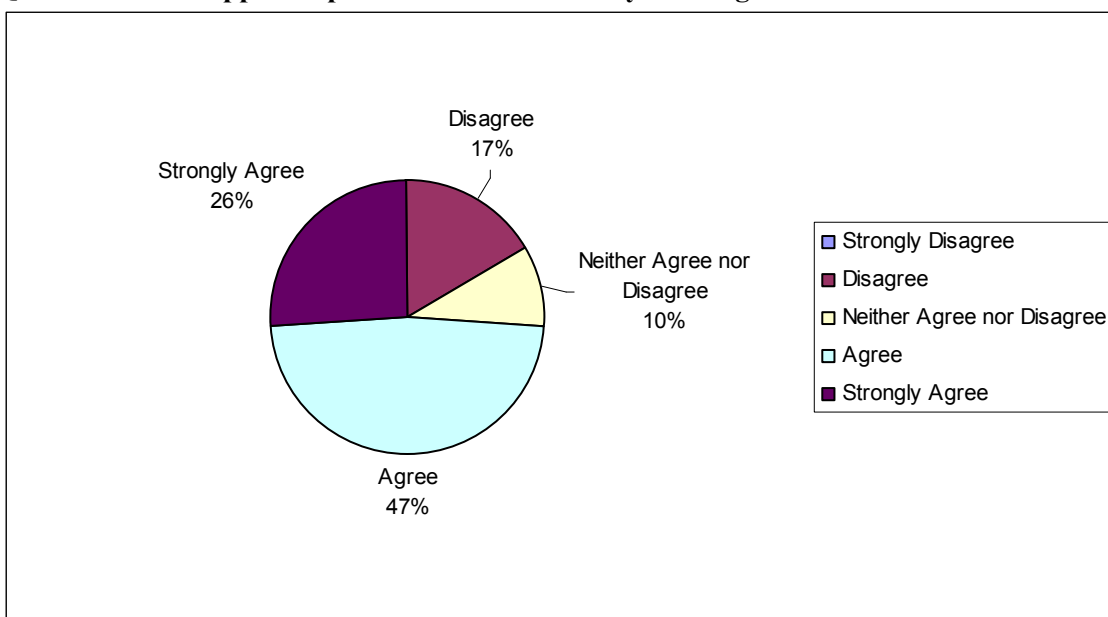
**Q32: Technical support is an essential service of the TAFE library.**



*Depends what you mean by technical support.*

*Not sure what this question means – IT support?*

**Q33: Technical support is part of the TAFE library I belong to.**



**Q34: Comments / Other issues [Availability and Access]:**

- TAFE type/region  
*Some of these are applicable to a small regional TAFE, but given the socio-economic climate of the client group, library users do not generally have the means to purchase laptops, etc. and remote use is often not an option.*

*As a small TAFE Library, we are only now beginning to be able to implement EZ authentication. Currently we still have to hand out an array of login names and passwords for the databases we subscribe to. This limits the out of library access and use of our online databases. We hope to have the funding to introduce EBSCOs A-Z for database and electronic journal access.*

- Budget and Funding  
*The main issue is funding – having an adequate budget.*
- Technology  
*IT issues, lack of embedded e-resource use in curriculum, web design issues impact greatly on access to e-resources.*

*Remote access is (in some Institutes) unreliable and turns users away due to poor success rates. Users can be more mobile than the service.*

*Technical support should be an essential part of the service TO a TAFE library by the institute IT department. Not necessarily a service that the library supplies to students.*

*Accessibility/mobility of services can be a problem (but may not be so at all TAFE libraries) when IT underpinning is unstable, confusing to users, inadequately staffed or using procedures that hinder response.*

*Technical support has become NB as libraries take on roles diff to the past..lending of av equipmen, assistance with IT software, production of more complicated student projects such as digital stories, editing etc. the more the student is expected to undertake then more and more assistance is required.*

*The technical support we offer users is limited.*

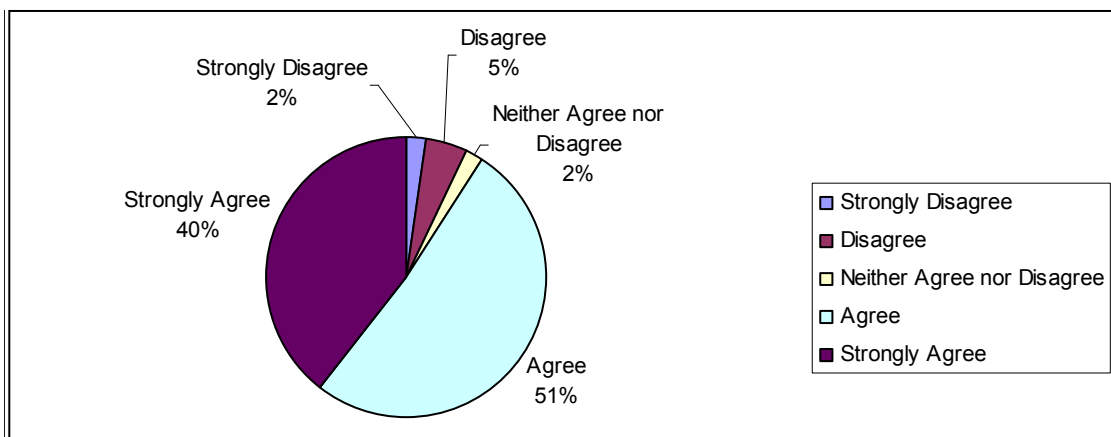
- Resources  
*Under-resourcing is a real issue.*

*Accessibility/mobility of services can be a problem (but may not be so at all TAFE libraries) when IT underpinning is unstable, confusing to users, inadequately staffed or using procedures that hinder response.*

- Membership  
*Access to our electronic resources on other resources is dependant on whether you are a current student, All is okay then*

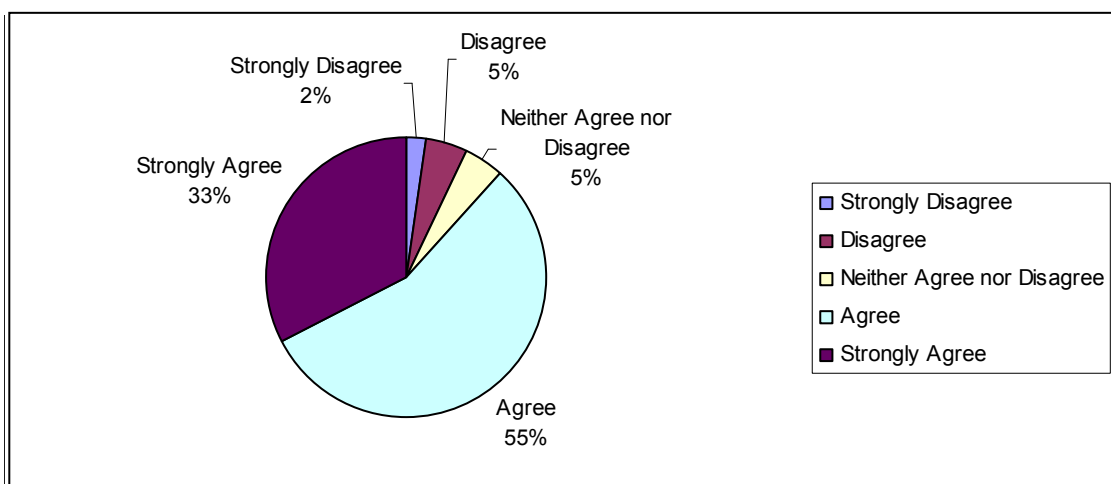
### **EDUCATIONAL AND ORGANISATIONAL CHALLENGES**

**Q35: There are changing perspectives on education and the role of TAFE libraries.**



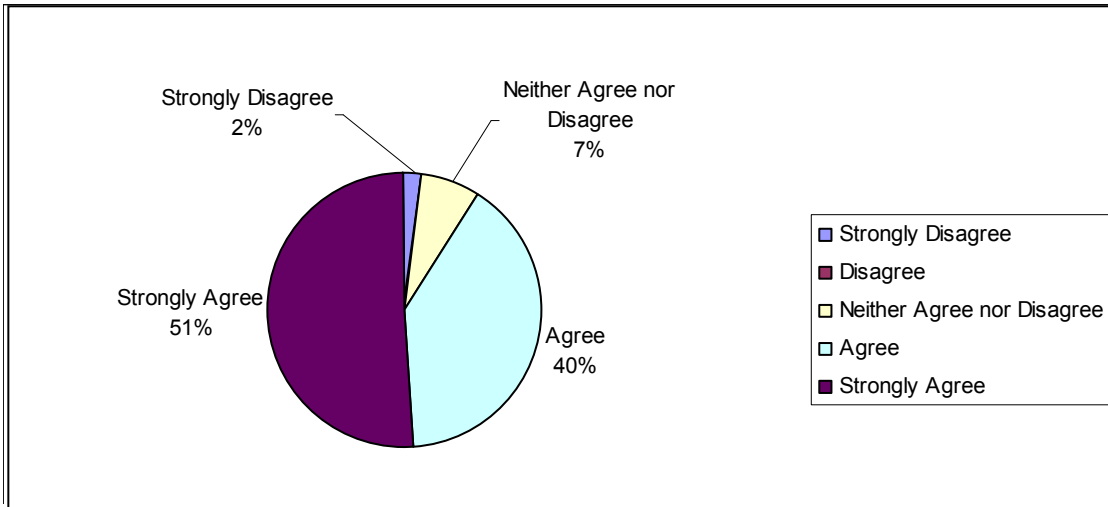
*The introduction of degree courses will have a huge impact on both staff and resources. Uneven, but they are changing.*

**Q36: New models of learning have strong impacts on TAFE libraries.**



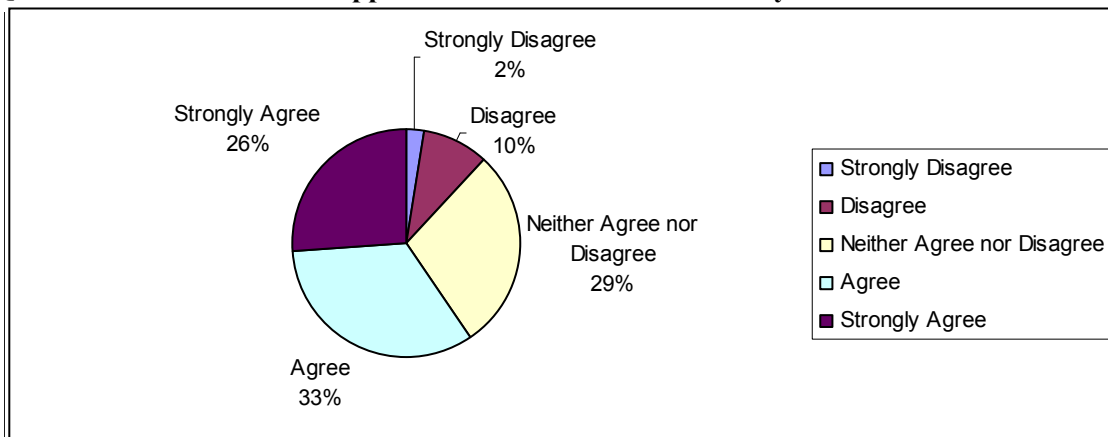
*Like to think this was so. Some.*

**Q37: There need to be new approaches to the provision of services to accommodate the changing nature of students (e.g. part-time and distant students).**



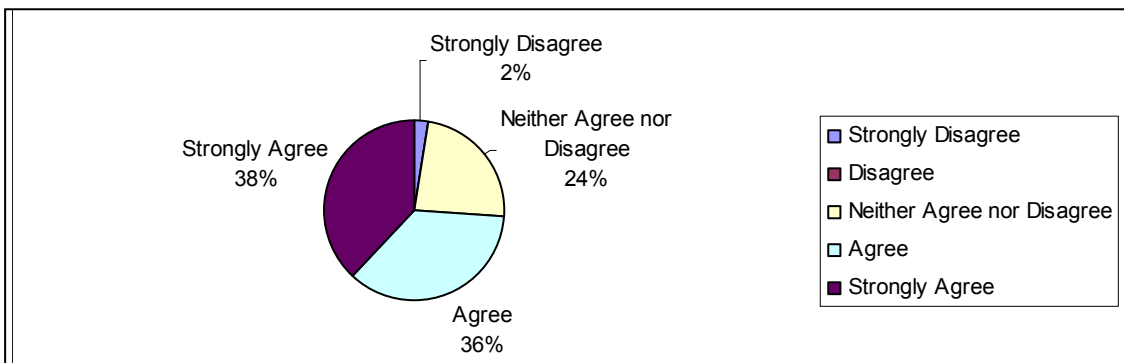
*Copyright restrictions are a drawback. Anyone can use our books, print journals & physical space in the library, but electronic access is denied because users need a network login name and password.*

**Q38: There need to be new approaches to the use of facilities by non-TAFE students.**



*Does this mean we by the public?*

**Q39: There need to be new approaches to the provision of services to accommodate the changing nature of staff (e.g. flexi work-time, contracts).**



*Not exactly sure what you mean.  
Don't understand?*

#### **Q40: Comments / Other issues [Educational and Organisational Changes]:**

- Collaboration / sharing resources  
*Licensing by vendors is an issue when trying to collaborate or share resources for smaller libraries.*

*By "non-TAFE students" do you mean CAVAL or other co-operative schemes? Or community members? Current CAVAL criteria seem to be working quite well.*

- Trends  
*TAFE courses appear to change more readily with community needs / expectations than Universities, so are continually evolving.*

*According to our TAFE Director, we are looking at a big shake-up in provision of further education – that hasn't been seen for 20 years. Libraries need to know what they want, to act quickly to reap the benefits of this edge. We need to be able to use the momentum of the force of this change to get what we need for students and staff.*

*our workplace has numerous part time staff, We currently permitt members of the community to borrow for a nominal fee. Distance students can access the web as can local students on campus. Library staff have taken on many tasks such as bookshop and enrolments and fallen behind in the provision of refence skills.*

*In 2007 we will be opening up our print collections to the VCE students in secondary schools across our region ..this is to meet the needs of our broader community..engagement with this community is identified as one of the library's ssi's*

*flexi time and contracts should be an option not compulsory. Higher education responsabilites are having an impact on the interaction of resources and services between students and the library*

- Budget  
*Unfortunately our budgets constrain the services we can offer. TAFE staff are very flexible but there is only so much you can do with so little.*

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#### **ANY OTHER COMMENTS**

Maybe separate electronic and other resources, as some libraries don't supply as many electronic resources as they would like.

Good luck – a very worthwhile project.

Not sure what you are going to make of this data

I have only been working in TAFE for 6 months after a break of 4 years from libraries, prio to that higher ed so this has informed my answers.

Hard to know at times whether to answer for own library or TAFE libraries in general.

I believe our great weakness is total lack of staff professional development our the last decade. Being sidelined by courses being designed and moving ahead without the proviSion of info literacy. Lack of funding has made the libraries marginal.

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### **SOME RECOMMENDATIONS:**

Revisions to questionnaire:

- include demographic component querying TAFE model and region
- Some questions to be rephrased

'Snapshots' of various types of TAFE libraries to be presented at Search conference

Recommendations for revisions to VATL statistics.