

Map Collection Users' Group

www.lib.unimelb.edu.au/collection/maps/

Minutes of meeting on Thursday 20th October 2005

1. Attendance

Richard Pennell (History, chair), John Maidment (Archi. Library), Peta Humphreys (Info. Div.), Chandra Jayasuriya, (SAGES), Ned Brooks (Student Projects), Bernie Joyce (Earth Sciences), David Jones (Map Collection)

2. Apologies

John Cain, Louise Hitchcock, Brian Finlayson, Patrick Blanchard.

3. Minutes of the Previous Meeting

The minutes were accepted.

4. Business Arising from the minutes

- David reported that the Maps images resources would be integrated in the University-wide Digitool project. This interface is intended to be a digital repository for a great many digital collections and resources of images with a very powerful searching engine for as wide as possible circulation of resources within and around the University. Richard Pennell is involved with the project in History and is willing to give a report next MCUG meeting. It was also suggested to invite Terry Brennan or Eve Young to provide a further understanding of the project and outcome intentions of Digitool.
- R. Pennell also raised awareness of www.elsewhereonline.com.au a site for 'Exploring the World Through Travel, Scholarship, Education and the Arts' digital image repository.

5. ID Futures

- Peta Humphreys provided a brief written report and organisational structure chart on the current progress of the Information Division as well as a verbal explanation. This written report follows the minutes. We would like to thank Peta for this considerable contribution to the meeting.
- R. Pennell asked as to the difference of the new structure for academics and expressed concern at ability to contact I.D. staff. In answer the Client Relationship Managers (Patrick Blanchard) will provide a dedicated communication channel to the I.D. for all staff and students. Also any previous communication channels used by individuals remain also. A major focus of the refinement is to focus on the needs and wants of clients

6. Patrick Blanchard -

- Apologies and was at the last minute unavoidably detained. He will be invited to next meeting.

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Client Relationship Manager, Marketing and Services,
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University of Melbourne, Victoria 3010, Australia
Phone 8344 3956
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7. Map Collection Report [David Jones]

- 2005 Budget – The 2005 Maps has been completely spent. However even urgent teaching materials for this year maybe purchased from other funds. A great deal of effort this year has gone into clearing or filling maps orders to release funds.
- 1945 Melbourne Metro Photos web site – All available images of Metropolitan Melbourne have been available for use in semester 2 and has been very popular as a primary historical resource. <http://www.lib.unimelb.edu.au/collections/maps/1945melb/index.html>
- Significance Survey by Ned Brooks – Under the student projects initiative of the Cultural Collections team in the Information Division, Ned Brooks for the previous two months one day a week has been conducting an extensive survey report on the historical MX location of the Map Collection. This project has been a part of Ned's vocational requirement of his studies here at Melbourne University.

This report will be a working document in the Map Collection and is a requirement of Cultural Collections within the University and will point out culturally significant parts of the collection, present the physical condition of material, and make recommendations as to possible future action for improvements. The report will be placed online and MCUG members will be contacted to be made aware of its location.

8. Departmental Map Needs (standing item).

None

9. Other Business

Bernie Joyce raised a travelling exhibition of an Earth Sciences nature which is touring around Victoria but Melbourne University has been unable to hoist. With more details on the exhibition David Jones will raise this as a possibility for 2006 to the exhibitions team at the Baillieu Library for consideration.

9. Close of Meeting.

It was agreed that the next meeting would be arranged for either the 2nd or 3rd week of semester 2006.

Map Collection User Group Meeting

October 2005

Information Division Re-alignment – ID Futures

The Information Division is currently undergoing a review and reassessment of its organizational structure, its services and the manner in which it delivers them. The impetus for this review has come from both within and outside of the University and the Information Division. Some of the external drivers for this review are:

- There is now global knowledge economy with greater competition, often from non-traditional competitors.
- Australian higher education sector now provides opportunities for greater differentiation across the sector.
- Students are paying more for their education, consequently their expectations are increasing.
- Government income is diminishing, income while universities are being asked to demonstrate increased accountability to government and to the public.
- Rapid advances in information and information communication technologies provide the potential to transform university teaching, learning, research and the supporting services and administration.

Internal drivers for a review of the Information Division, include the following:

- The Gartner Landscape Review and Ramsay report noted several findings which require that the Division to re-assess its role and functions.
- The 2002 Review of the Information Division noted a range of recommendations including the need to improve the clarity of service and to provide strategic leadership and management of IT issues across the University.
- The Staff Feedback Survey 2003 showed the ten highest performing results rated below the University Administration mean. These included customer focus and relevance of work to University goals.
- The Division's Middle Managers Forum in March 2004 noted a number of challenges and opportunities which impact on the effectiveness of the alignment of the Division.

The work of the Division will be grouped into 5 broad programs of activity:

Information and Education Services

The Program is responsible for a wide range of service-based portfolios with a focus on services to students and staff whether in teaching, learning or research. Its functions will include professional advisory services including advice on access to, collections and use of scholarly information and education resources; provision of instructional design and courseware development services; advice on, and provision of, information, information literacy and IT-based training and education services; multimedia and videoconferencing services for shared teaching spaces and lending services.

Information Technology User Services

This program is responsible for IT Service Desks and problem resolution services to support the University's information systems and Information & Communication Technology, IT desktop support services for clients including the Information Division where service level agreements have been implemented, central student and staff computer laboratory management and support services, advanced computing services to support research activities, software and hardware purchase advisory services, advice and coordination of the negotiation and management of IT-based information and technology licences for the University, IT security services and IT-abuse management services.

Information Management

IM will partner with the other Programs and the University to manage the information we create, as well as the information we acquire by developing information principles, business rules and agreed standards for managing information; collection management and preservation frameworks; copyright awareness, advice and digital rights management; and direction on online design and management.

Information Systems

This Program is accountable for the development/implementation, maintenance and integration of the University's enterprise information systems and of the Division's information systems. Its functions will include information systems implementation, development, deployment, maintenance and integration; database administration and systems administration.

Information Infrastructure

Information Infrastructure will develop University information and communication technology infrastructure architecture and be accountable for the development and maintenance of the University's information and communications infrastructure. Its functions will include telecommunications services, core University IT infrastructure development and maintenance, computer operations, server and operating systems management and coordination of the management of physical spaces, in collaboration with Property and Buildings, to house the information infrastructure, including data centres and networks.

Of particular interest to MCUG Members:

IES

The Director of Information and Education Services, Sally-Anne Leigh, wrote in "Information and Education Services: Management Model":

"The Program is responsible for a wide range of service-based portfolios with a focus on services to students and staff whether in teaching, learning or research. The Program will seek to add value to the "Melbourne Experience" by providing a wider range of innovative services available in new and exciting ways. The Program will aspire to providing "best-practice" service in an innovative, creative and proactive manner.

The IES Program has two clearly defined client groups: students (undergraduate and postgraduate) and staff (general, academic both teaching and research).

There will be 5 Program Groups in IES:

1. Student Information Support Services: responsible for services provided at library Lending and Information Desks.
2. Information Awareness and Literacy Services: responsible for providing basic, intermediate and advanced information literacy programs and services.
3. Teaching and Learning Support Services: coordinate provision and support of 'teaching spaces', Percy Baxter Collaborative Learning Centre, student ICT facilities, and other areas.
4. Educational Technology Services: its focus will be on the innovative use, and development of educational technologies to enhance teaching, learning and research.
5. Resource Access and Planning Services: will provide a coordinated approach to faculty liaison services and collection management activities.

CRMs

Five Client Relationship managers have also been appointed. Academic staff will get to know these managers well, as they have as their focus “creating and improving stakeholder and client value through the development of positive and open relationships with key clients and client segments.” The CRMs will liaise closely with academic and general staff to ensure that Information Division resources and services are tailored and delivered to suit their needs.

Map Collection Staffing

John Cain seconded to Projects and Planning Services until December 2005.

David Jones Acting Maps Curator until December 2005.

Brendan Whyte Acting Assistant Map Curator will be leaving shortly to take up a 12 months research position in Jerusalem.

Permanent staffing will not be decided until closer to the end of these secondments.

MCUG will be kept informed of the progress of ID Futures.

Peta Humphreys
October 2005