This is the published version of the power point presentation:

Bates, Colin 2007, Library Off-Campus Services: if this works for off-campus students, then it will work for all students - AAUT Institutional Award: provision of support services that assist student learning (2005), RMIT University, Melbourne, Vic.

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Library Off-Campus Services:

‘If this works for off-campus students, then it will work for all students’
AAUT Institutional Award: provision of support services that assist student learning (2005)

Context & history

- Deakin is a major distance education provider
- 38.5% of total enrolments are distance/off campus
- All off-campus enrolled students have access to the same library service as on-campus students
- Main variations are:
  - including door-to-door delivery of print materials at no additional fee for the individual student
  - Longer loan periods to allow for delivery and return
- Service has been progressively developed since 1978
  - No additional charges to students
  - 95% of book requests dispatched within 24hrs
  - 67,800 plus electronic journal titles available (as of 2004 CAUL statistics)
  - Services that meet the needs of the students and offer them flexibility and choice
  - Useful technologies adapted and offered in support of student needs

Deakin University Library

<table>
<thead>
<tr>
<th>Library services offered to off-campus students</th>
<th>Eligibility</th>
<th>Access</th>
<th>Costs</th>
<th>Flexibility</th>
<th>Equity</th>
<th>Training</th>
<th>Assistance</th>
<th>Journals</th>
<th>Books</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deakin University Library</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>57,578</td>
<td>1,659,605</td>
</tr>
</tbody>
</table>

- This table summarises the core aspects of the library service to off-campus students
- No other library serving an external student profile of 30% – 72% of all students, offered all these services or levels of resources
- A long-standing commitment to these services and speedy delivery and response times have meant student feedback and appreciation levels have been high
- Wherever possible the Library doesn’t discriminate services or resources on the basis of location or enrolment
- The Library embraces the most appropriate technologies to improve student experiences
- Library services aim to integrate all students into an inclusive suite of services

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Student learning issues and opportunities

The library aims to provide flexible resources and support options to all students.

The off-campus library service reflects the University’s core commitment to providing ‘equity and access for individual and groups who might not otherwise enjoy the benefits that flow from participation in higher education’ (Strategic Plan 2005).

- **Equity** – no restrictions – all collections and services – fast efficient delivery of resources – no financial barriers – training both outreach & online
- **Special learning needs** – mature age & part time study – international – disability – indigenous learners – all supported
- **Innovative and practical** – Deakin’s mission is to be Relevant, Innovative and Responsive in all its activities – online resources – CD-ROM content – tutorials – eLive
- **Student awareness** – extensive promotion of service in print, web, LMS, CD-ROM and student spaces – awareness of Library Services is highest of all support services
- **Student involvement** – student representation and meetings – student feedback opportunities – customer discovery workshops – student surveys (SETU etc.)
- **Student satisfaction** – indicated in feedback and formal surveys

These broad AAUT application criteria were linked to the real issues faced by students and the way the library meets their needs

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Student feed back

"Studying by distance may initially seem like a daunting task ... My career takes me to remote and challenging parts of the world ... I have recently started my doctoral studies with Deakin. My application was completed in the Solomon Islands. My acceptance and enrolment was completed in Thailand. My research is being undertaken in Afghanistan and who knows where in the future. The essential keys to success are having a supportive supervisor and a capable and efficient library service... I have a good relationship with Deakin University Library. The Law Librarian has shown unfailing support and patience with my research enquiries and has organised references to be regularly sent by courier to Afghanistan at no cost to me ...” (Extract from Business and Law newsletter 2005).

"As an off-campus student living in a regional town, access to the Deakin library resources is extremely important for me to be able to study effectively. I am now doing Honours and throughout my studies I have been extremely impressed with the availability of the resources to me and the efficiency with which they are provided. I have often requested a number of books one morning and they arrive the next! Fantastic! New features I particularly like are the My Library and the Book Bag features. These make searching the catalogue and requesting items much easier. The ever increasing electronic access to databases with full text articles is also great. The new Ebscohost is particularly good. Thanks for your help and keep up the good work!” (Off-campus student, July 2003).

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In summary

Key features of the award application for "Institutional Award: provision of support services that assist student learning":

- Award application was tied into the strategic plan of the University and showed cooperation within the University.
- Application addressed the category criteria closely.
- Used appropriate student quotations to illustrate claims.
- Worked with advice from the University Institute of Teaching and Learning.
- It is a good and valued service.

Award Outcomes – the award prize facilitated initiatives including:

- Development of Smart Researcher, a comprehensive web delivered set of modules to facilitate information literacy training for researchers.
- The re-design and re-development of Smart Searcher, a set of interactive modules aimed at undergraduate students and in particular those students studying online or off campus.
- Benchmarking of the Library's provision of information assistance to students with selected Australian and international libraries; and to identify the information assistance that libraries provide for students in a flexible learning environment.

'If this works for off-campus students, then it will work for all students'.

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