Annual
Report
2022-23

CAVAL

Acknowledgement of Country

CAVAL acknowledges the Boon Wurrung and Wurundjeri Woi Wurrung peoples of the Kulin Nation as the Traditional Custodians of the lands on which CAVAL's offices are located. We pay our respects to Elders past and present. CAVAL extends its respect to all Aboriginal, Torres Strait Islander, and First Nations Peoples.

About Us

CAVAL was created in 1978 to promote cooperation between Victorian academic libraries for the benefit of its membership. Since then, it has evolved into a relevant and key driver in the global library environment, ever-expanding and diversifying. While members remain the core focus, the quality solutions and services offered by CAVAL provide benefits to libraries and educational institutions throughout Australia and Aotearoa, New Zealand.

CAVAL actively builds collaboration and engagement between member and non-member institutions, industry partners, and thought leaders through its leading services, programs that forge professional networks, and initiatives that support growth and innovation.

Vision

We are a trusted partner inspiring and driving innovation in the library community.

Paul Campbell

CAVAL Chair and Deputy Chief Operating Officer, Australian Catholic University

CAVAL has always prioritised collaboration and it continued to be its driving force in 2022. Despite the challenges of the pandemic, we are now back on track with several strategic projects underway, led by our CEO, Jaime McCowan, and in collaboration with our dedicated membership and the wider community.

It has been a much-awaited return to in-person business, engagement, and collaboration. CAVAL'S Open Day in August 2022 was a successful initiative in this direction, truly reconnecting the community after a long hiatus.

One of the year's main highlights was the successful development of the CAVAL strategic plan 2023+. The Board, staff, and key stakeholders from the membership were involved and consulted throughout, resulting in a plan that reflects the commitment CAVAL has towards addressing their needs while collaborating with them as partners.

In the capability-building space, the CAVAL Library Mentoring program once again proved to be a fantastic resource to support and assist with navigating these rapidly changing times. 2022 also welcomed Public Libraries Victoria (PLV) into the program, bringing fresh perspectives and enriching conversations. The other notable partnership between CAVAL Research & Information Group (CRIG) and the Indigenous Archives Collective in the referencing space has provided impactful results that the membership could engage and benefit from.

I want to thank all the CAVAL interest group members for their dedication to their programs and for offering relevant content and collaboration throughout the year.

CAVAL's expertise in the collections space was demonstrated with the successful and first-ever Australian implementation of the Library Management Platform, FOLIO.

FOLIO's open platform will be leveraged to determine how members will share their collections in the future. We are confident that the 'CAVAL Collective Collections Working Group' will form sound collection management policies making collections more accessible via Resource Sharing within Australia and New Zealand.

I extend my heartfelt thanks to my fellow board members, our CEO, Jaime McCowan, and management for their unwavering commitment and leadership throughout the year, and the staff for their tireless efforts and diligence.

Corporate Governance

CAVAL's members and owners are the following Australian Universities: - Deakin University, Federation University Australia, La Trobe University, Monash University, RMIT University, Swinburne University of Technology, the University of Melbourne, and Victoria University.

CAVAL Board of Directors

A Board of Directors governs CAVAL under the terms of the Corporations Act. The primary duty of the Board of Directors is to the current and future members of CAVAL.

Paul Campbell
Chair
Australian Catholic University
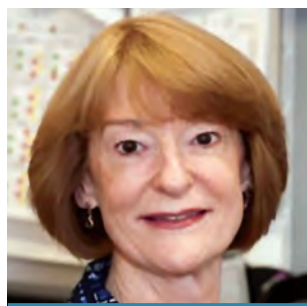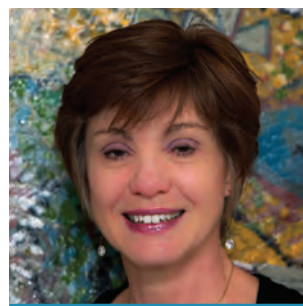
Jennifer Peasley
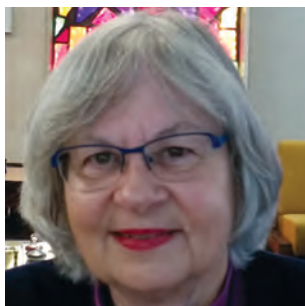Deputy Chair

Darren Holland
Federation University Australia

David Howard
RMIT University

Fiona Salisbury
Western Sydney University

Gwenda Thomas
The University of Melbourne

Jennefer Nicholson

Robert Gerrity
Monash University

Roger Tanton
VERNet

Jaime McCowan

Chief Executive Officer and Company Secretary

In 2022, we opened the doors to our building and with staff back onsite, meeting with our members was reinvigorating. We hosted our AGM in person, bringing together the staff, members, and the board.

The CAVAL Open Day in August was a highlight of 2022. Our members were looking for opportunities for their staff to gather with colleagues - an event designed for reconnecting and networking for all levels. The feedback we received reinforced the sentiment that we all needed that connection.

We developed our strategic plan in consultation with our board, staff, members, and key stakeholders. The plan aligns with our Core Values: *Collaboration*, *Capability Building*, and *Collection Management*. The plan will further our commitment to addressing members' needs, collaborating as partners, and optimising our values.

Aligned with our strategy, we began implementing FOLIO - (Future of Libraries is Open). In 2023, we became the first in Australia to go LIVE with FOLIO Library Management System. We are excited about what lies ahead.

CAVAL Open Day 2022.

We began leveraging FOLIO's *open* platform to introduce our new Collective Collections Service, *ReShare*. The *ReShare* capabilities will help shape the future of CAVAL and Resource Sharing in the Australian and New Zealand landscape.

CAVAL has outsourced the management of the open technology to be able to focus on building and servicing the Australian community. Driven by our members, we hope to see the new 'CAVAL Collective Collections Working Group' thrive as they develop sound policies with more and more libraries, consortia, developers, and open-source advocates joining in.

Capability building in the library sector is integral to CAVAL's strategy. Our internal professional development opportunities for staff, such as Skill Swaps, remain popular and inform us as we address our skill gap. Our partnership with library software company Skilltype will enable our members and other libraries in Australia and New Zealand (ANZ) to meet the ever-increasing demand for digital literacy, even with constrained resources.

These new services and partnerships result from the work carried out by the cross-departmental innovation teams within CAVAL, Thank you to all the CAVAL staff for continuously finding new ways to improve and meaningfully contributing to projects.

I want to thank the CAVAL Interest Groups and Committees for the time, effort, and consideration they put into constructing their activities in 2022.

A library colleague participating in the Book Covering contest.

The vision and guidance provided by our Board were invaluable. They contributed in many ways, including providing ideas and direction that have been helpful in the development of our strategic plan and in meeting our initiatives. CAVAL management has enjoyed working with our Board this year.

I want to thank all our Board members and Chair, Paul Campbell, and Deputy Chair, Jennifer Peasley, for their regular support and guidance throughout the year.

Committees

Two subcommittees of the board – The Products and Services Committee (PSC) and Finance, Risk, and Audit Committee (FRAC) - provide subject matter expertise and recommendations to the Board and CAVAL.

PSC:

The Products and Services Committee (PSC) is a standing sub-committee of the CAVAL Board. The purpose of the PSC is to advise CAVAL executives and management regarding developing CAVAL's portfolio of products and services.

The PSC farewelled Michelle Gillespie (Swinburne University of Technology) and Frank Ponte (RMIT University) but instead welcomed Anton Proppe (Swinburne University of Technology) in 2022. Arlene O'Sullivan moved from La Trobe University to RMIT University but remained a member of the Committee.

The PSC also welcomed Ingrid Mason (CSIRO) to the committee in 2023.

FRAC:

The Finance, Risk, and Audit Committee (FRAC) is a standing committee of the CAVAL Board. The Board utilises the expertise of the FRAC to review and monitor the financial performance and related financial matters of the company and to make recommendations to the Board accordingly.

The FRAC farewelled Roger Tanton (VERNet) in 2022.

CAVAL Interest Groups and Networks Report

CAVAL runs a collaborative network of interest groups and networks to facilitate the exchange of information and ideas among staff in member libraries.

CAVAL Research & Information Group (CRIG)

CRIG aims to promote exemplary practice and facilitate librarians staying current with library research and information issues. In addition, it offers our colleagues from member libraries a forum to discuss and share information and skills relevant to providing reference services and reader education. As a result, the group has significantly contributed to developing and improving research services and information literacy programs in academic libraries.

CRIG MEMBERS

Chair: **Naomi Mullumby**, University of Melbourne

Craig Patterson, Deakin University

Kat Cain, Deakin University (CRIG Seminar Committee Chair)

Beth Deans, Federation University Australia

Linda Whitby, La Trobe University

Susie Phillips, Monash University

Emily Russell, RMIT University

Mare Maticevski, RMIT University

Kim Hodgman, Swinburne University of Technology

Jennifer Murphy, Victoria University

New in 2023 – **David Bradley**, Swinburne University of Technology; **Sarika Singh**, and **Meg Weller**, both from Victoria University

CRIG REPORT 2022

In 2022, CRIG arranged two vastly different webinars at the start of June. The first was organised in collaboration with AI4LAM, an international, participatory community focused on advancing the use of artificial intelligence in, for, and by libraries, archives, and museums. The webinar presented speakers on artificial intelligence and machine learning from the Australian Research Data Commons at the University of Technology Sydney.

The second webinar focused more on the CAVAL members, with staff from the institutions sharing how they managed clients' expectations - and staff's needs - when teaching classes to various audiences to respond to COVID-19. In addition, the webinar included multiple opportunities for practitioners to share their experience of how teaching changed in 2022 with the increased return to campus and face-to-face services. The committee was encouraged by the positive breakout room experiences many attendees reported after the webinar.

CAVAL Professional Development Interest Group (PDIG)

The CAVAL Professional Development Interest Group (PDIG) fosters capability building and collaboration between CAVAL member organisations, and with CAVAL, in areas of professional practice and includes human resource management, staff development and training, workplace-based learning, organisational change, and related activities.

PDIG MEMBERS

Chair: **Marion Slawson**, Federation University Australia

Fiona Russell, Deakin University

Adele Walsh, La Trobe University

Danielle Low, Monash University

Tanya Bramley, RMIT University

Leanne Trembath, Swinburne University of Technology

Andrea Hurt, University of Melbourne

Adrian Gallagher, Victoria University

New in 2023 – **Shona Smith**, Monash University

PDIG REPORT 2022

PDIG worked across the membership to bring staff together and deliver forums and webinars to cater to emerging needs in the area of professional development. The committee drew on their experience of offering online events, with each event achieving high feedback scores and positive and constructive feedback. For example, the group displayed agility when a suggested in-person forum was moved online due to staff finding it easier to attend this way due to conflicting demands.

The forums and webinars included topics such as:

- Communicating with Impact
- Reshaping your career-readiness
- Evidence-based storytelling
- Courageous conversations
- Interviewing tips and tricks

Customer Services & Collaboration Network (CSCN)

One of the critical goals of the Customer Services and Collaboration Network (CSCN) is to support frontline library staff to be better prepared and able to 'fit the future' of libraries. The network achieves it by facilitating innovative development and practice in frontline services through information and knowledge sharing. As part of this mission, the CSCN oversees the operation of the CAVAL Reciprocal Borrowing program. The CSCN was formerly known as the Reciprocal Borrowing Advisory Committee.

CSCN MEMBERS

Chair: **Ange Jenkins**, Federation University Australia

Cathy Ahern, Deakin University

Megan O'Brien, Deakin University

Tanya Trebilcock, La Trobe University

Clare O'Dwyer, Melbourne Polytechnic / TAFEs

Dana Perryman, Melbourne Polytechnic / TAFEs

Bianca Lee, Monash University

David Smith-Chitty, Monash University

Angela Kopelis, RMIT University

Anthony Campbell, Swinburne University of Technology

Megan O'Brien, Swinburne University of Technology

Kylie Tran, University of Melbourne

Frances O'Neil, Victoria University

New in 2023 – **Luke Everson**, La Trobe University, **Mayssa Matley**, Monash University, and **Lydia Bissett**, Swinburne University of Technology

CSCN REPORT 2022

In a series of lightning talks at the first Community of Practice event, library frontline services staff shared stories of the current time of 'new beginnings' as members increasingly returned to on-campus work. The lightning talks were a mix of live presentations and video recordings. The second event, changing 'inaccessible' to 'accessible' for students, was particularly appreciated for the candid presentation by a neurodiverse library colleague on their personal experience of library services in an academic library.

CRIG Seminar Committee

The committee coordinates the running of the CRIG seminar in liaison with the CAVAL member services team. With its primary focus on learning, teaching, and research support, the committee puts together this significant annual event for academic librarians. The seminar aims to provide relevant training and an opportunity to exchange ideas, knowledge, and experiences on current issues relating to academic libraries.

CSC MEMBERS

Co-Chair: **Kat Cain**, Deakin University

Co-Chair: **Romney Adams**, Monash University

Peggy Hsu, Federation University Australia

Ange Johns-Hayden, La Trobe University

Jo Gillespie, RMIT University

Julia Kuehns, University of Melbourne

Sam Gibbard, Victoria University

New in 2023 - **Ramona Naicker**, Monash University, and **Kelly Ann Smith**, RMIT University

CSC REPORT 2022

The 2022 CRIG Seminar was hosted virtually like in 2020 and 2021. This was a popular concept, with attendee numbers increasing by 25% compared to the 2021 Seminar. Attendance was solid among Library and Information Science students who were provided with free tickets, fostering the industry's growth and encouraging new professionals to immerse themselves in the sector and connect with future colleagues.

Library Transformers: More than Meets the Eye was the theme for this year's seminar, facilitated through three sessions across as many days. The program ranged from keynotes by academics and University Librarians to the always-popular lightning talks from CAVAL member institutions, allowing those who wanted the opportunity to work on their presentation with a member of the committee as well as having them peer-reviewed on the day of the seminar.

CAVAL Cross-Institutional Library Mentoring Program (CILMP) Committee

The participants best sum up the mentoring program:

- *...It is a beautiful way for very experienced professionals to share knowledge and tips from their experiences, to help younger or less experienced professionals gain confidence, feel supported, network, and keep up to date with trends and developments in the sector. I wish it had been there when I was gaining experience.*

- *It's the best mentoring experience in Australian librarianship, hands down.*

COMMITTEE MEMBERS

Chair: **Frank Ponte**, RMIT University

Clare Carlsson, Deakin University

Marion Slawson, Federation University Australia

Djamila Hacene, University of New South Wales

Rachel Neumann, Victoria University

Herschel Isaacs and **Belinda Norman**, University of Sydney

Donna Dee, University of Wollongong

Andrew Iacuone, La Trobe University

Kyleigh Langrick, Public Libraries Victoria / State Library Victoria

Kaye Sullivan, Monash University
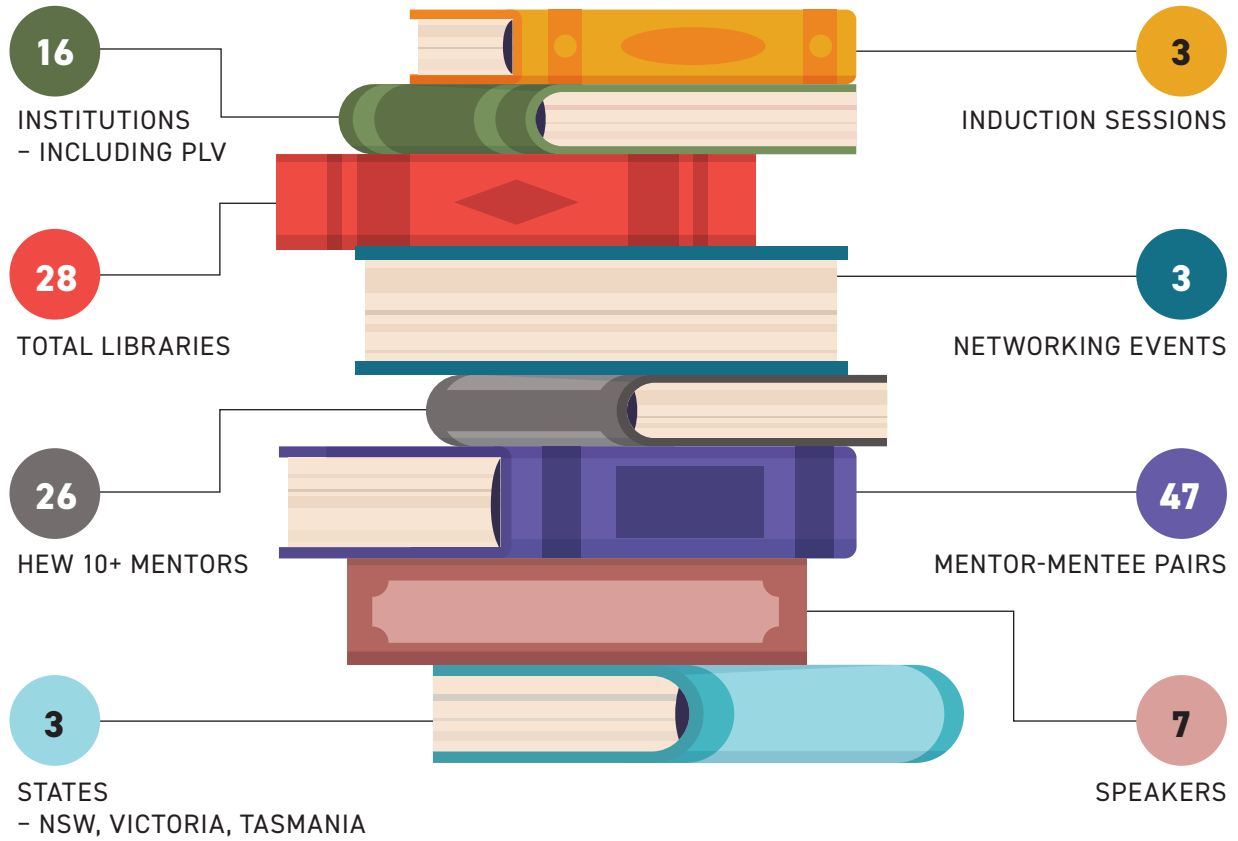
Ruth Baxter, University of Melbourne

Cassie Connor, University of Newcastle

REPORT 2022

2022 saw the introduction of Public Libraries Victoria (PLV), which provided the program with a broader perspective and range of experience. 82% of mentees and 80% of mentors indicated that having a mix of academic and public library staff within the program was good.

Most mentees saw the program as transformative, educational, and intimate. In addition, most mentors indicated that their experience was positive, enjoyable, and rewarding. The program's strength lies in the one-to-one relationships where mentees address the challenges and opportunities applicable to them. As usual, an application and selection process was conducted before the matching meeting for the program. The 2022 program had 94 participants (47 pairs) from 16 institutions.

CAVAL

MENTORING PROGRAM:

16 — INSTITUTIONS – INCLUDING PLV

28 — TOTAL LIBRARIES

26 — HEW 10+ MENTORS

3 — STATES – NSW, VICTORIA, TASMANIA

3 — INDUCTION SESSIONS

3 — NETWORKING EVENTS

47 — MENTOR-MENTEE PAIRS

7 — SPEAKERS

MEMBER ENGAGEMENT:

11 — TOTAL EVENTS

820 — TOTAL ATTENDANCE

84% — MEMBER ATTENDEES

16% — NON-MEMBERS

52 — SPEAKERS

14 — FACILITATORS

Building Culturally Appropriate Resource Description Practice in Libraries

Metadata supports the discoverability of resources and our ability to manage and make our collections appropriately available to our users, based on relevancy, recency, and subject area. Over several years the conversations have increased across Australian libraries around how we describe the material in our collections, with some descriptors being outdated and some offensive.

Description practices significantly impact the discoverability and useability of our collections, our ability to appropriately administer them, and our ability to offer safe spaces for our users. The mechanisms of changing internationally controlled vocabularies and classification systems are time-consuming and complex. However, we can already do things with our means within Australia; for example, the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) has created a thesaurus, which is a highly recommended resource.

The University of Melbourne Library approached CAVAL in late 2021 to assist them with a retrospective audit and clean-up of "at risk" bibliographic records in their catalogue. The library team at the University had identified many records as the starting point for bringing their records into the present day and being more respectful and sensitive to First Nations Peoples.

The project includes adding AIATSIS AUSTLAND and Pathways headings for subjects, names, peoples, and languages to existing ones from other controlled vocabularies. Where possible, the AIATSIS headings reflect Indigenous perspectives. The CAVAL resource description team also deletes offensive terms from the records as part of their work. The aim is for the items in the collection to be more discoverable, use appropriate terms, and be culturally safe for its users.

> *The University of Melbourne regards CAVAL as a trusted cataloguing provider; therefore, engaging them in our Culturally Aware Metadata project for First Nations materials was an obvious step. This involved the retrospective review of catalogue records, ensuring metadata was culturally sensitive and inclusive, and applying AIATSIS AUSTLANG and Pathways terms. We provided training and support to CAVAL cataloguers, leading to shared learning between our cataloguing teams. We are incredibly pleased with the outcome, with 6,000+ records individually assessed and upgraded by CAVAL to our standards and to set timelines. This process is now incorporated into all our CAVAL cataloguing specifications. As a result, our library catalogue is more inclusive, and First Nations materials are more discoverable to our research community.*

Michelle Rusiniak
Manager, Metadata & Resource Sharing
Collection Access & Development
Student & Scholarly Services

The project has provided CAVAL staff with a valuable opportunity to build their practice around culturally appropriate resource descriptions in an area where much work is required.

The First Nations Collection Description Guidelines Project

In 2021, four NSLA libraries audited their contemporary Indigenous collections[1], resulting in a list of 32 recommendations for individual member libraries to consider. The most urgent recommendation was developing a set of guidelines for describing First Nations material that member libraries could broadly apply.

Following discussions with representatives from various organisations, including ALIA, CAUL, CAVAL, and AIATSIS, it became clear that there was a broader demand for these guidelines across the library sector and a need to communicate any shared requirements to vendors.

To address this need, a project team was established in October 2022, comprising representatives from the library and information sector (LIS). The team's goals are to provide a comprehensive overview of current practices in First Nations collection description by collecting guidelines used by partner organisations and their members and to develop and disseminate sector-wide guidelines that will promote greater consistency and confidence in describing First Nations collections by libraries and publishers across Australia.

These guidelines will guide the work of librarians, archivists, and other individuals involved in describing First Nations materials across the LIS and publishing sectors and vendors involved in collection description activities in Australia.

1. https://www.nsla.org.au/news/library-sector-unites-first-nations-collection-description

Indigenous Referencing Guidance for Indigenous Knowledges

A presentation on 'Indigenous Elders as Researchers, Indigenous Knowledges and the Library' in November 2018 sparked an overdue but meaningful conversation around the question: How are Indigenous Knowledges acknowledged in current citation practices? How do library staff engage with it and teach clients about it?

To explore this, the CAVAL Acknowledging Cultural Authority and Indigenous Knowledges (CACIK) in Referencing working group was created as a subgroup of the CAVAL Research and Information Group (CRIG).

We want to acknowledge the contribution of the working group:

- **Jennifer Murphy**, Victoria University
- **Cheryl Claridge**, Federation University Australia,
- **Ruth McConchie**, University of Melbourne (until August 2022)
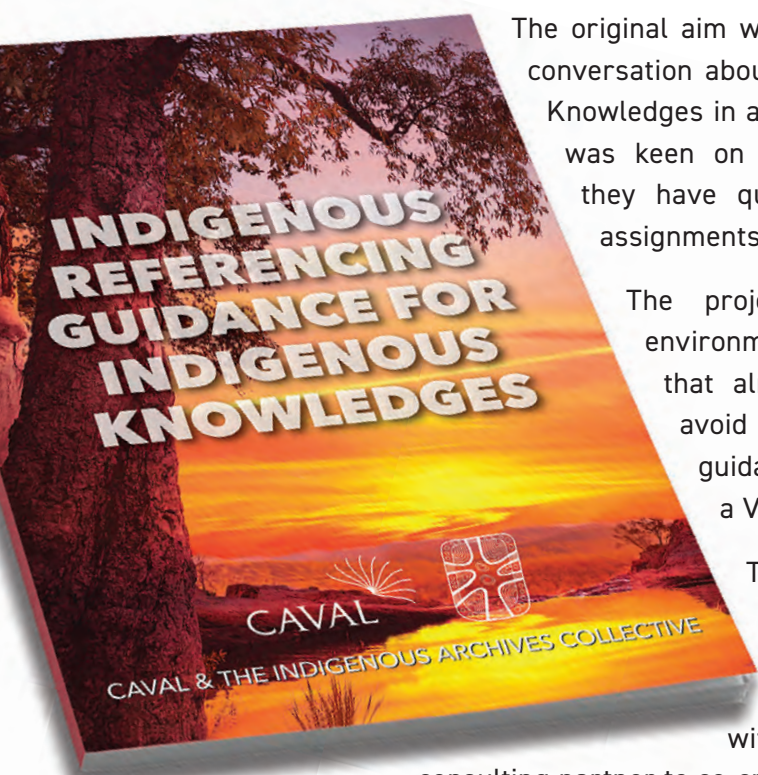
The original aim was to consider how library staff can further the conversation about communicating and acknowledging Indigenous Knowledges in academic writing. To heighten the work, the group was keen on producing guidelines to direct students when they have queries about citing Indigenous Knowledges in assignments.

The project's first step included a comprehensive environmental scan to identify the citation guidelines that already existed nationally and internationally to avoid reinventing the wheel. While there is a level of guidance in general citation style guides, guidelines for a Victorian context were seen as vital.

The CACIK was mindful that First Nations Peoples needed to be consulted and included throughout the project. CAVAL commissioned and funded the project, which enabled the CACIK to work with the Indigenous Archives Collective (IAC) as a consulting partner to co-create the foundations of a living guiding principles document regarding citation practices, elements to consider, and issues that may arise when referencing Indigenous Knowledges within Victoria.

In June 2022, the IAC, with its members Dr Shannon Faulkhead, Dr Kirsten Thorpe, Lauren Booker, Rose Barrowcliffe, and Nathan Sentence, agreed to work as the research team on the project, with feedback from the wider Collective being sought as necessary. The project was administered through the University of Technology Sydney through the Jumbunna Institute for Indigenous Education & Research.

Paving the Way for a more Digital, Collaborative, and Integrated Future for Ourselves

As the 2018-2022 strategic plan drew to a close, CAVAL began the process of shaping its future beyond 2023. Historically, CAVAL has been primarily focused on print collections, but with the increasing importance of digital resources, it became clear that our digital strategy needed to be rethought. To this end, the 2021 Digital Strategy Working Group was formed, ultimately leading to the "Vision for Change" workshop facilitated by Jisc in early 2022.
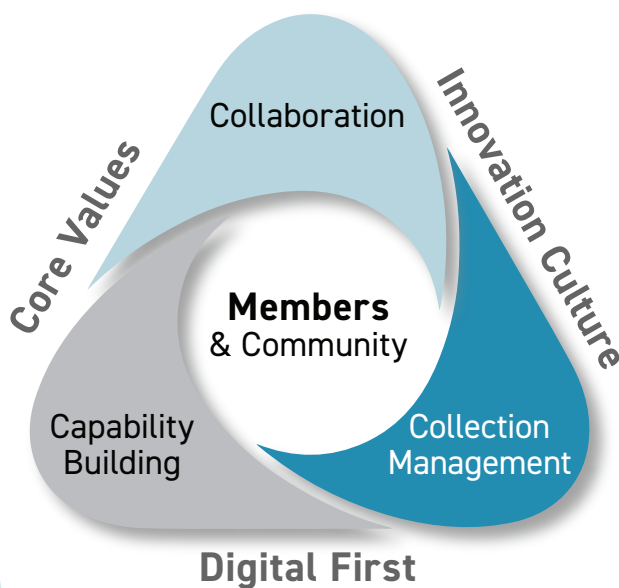
THE FRAMEWORK

Underpinning our Core Business, we base our priorities on the following areas:

Reconceptualising Services
• Integration, continuous process improvement, and future member benefit

Mindset
• Culture of innovation, digital first, continuous change, and inspired

Integration
• External and internal connection, and communication

Collaboration
• Collective benefit, shared solutions, and partnerships

The workshop was instrumental in informing the development of CAVAL's 2023+ strategic plan, which aligns our Core Values - Collaboration, Capability Building, and Collection Management - with our people, programs, and values. This plan recognises the need to balance our traditional strengths in print collections with a renewed focus on digital resources and services. It also emphasises the importance of collaboration, both within our organisation and with our partners, as well as the ongoing development of our staff to ensure they have the necessary skills to deliver on our mission.

Reconceptualising Services, Mindset, Integration, and Collaboration provided a solid framework to help us decide where to base our priorities as we advance. As a direct result of these strategy workshops and through collaboration with our members, we announced partnerships and new services to pave the way for a digital, open, collaborative, and integrated future for CAVAL.

Skilltype

To support our members' professional development, CAVAL formed strategic partnerships with various organisations. In 2022, CAVAL announced a partnership with Skilltype, a platform that helps with training and development in the library community while also providing insights for the organisational development of staff.

Through the Skilltype platform, CAVAL can offer its members and the broader library community access to this powerful tool. Skilltype enables library professionals to develop their skills and knowledge, and it also provides valuable insights into areas of current and future need. Staff can use the platform to tailor training programs and identify areas where additional support is needed.

This partnership demonstrates CAVAL's commitment to providing its members with the resources and support they need to excel in their roles and advance their careers. By working with partners like Skilltype, CAVAL can stay at the forefront of professional development in the library community and provide cutting-edge solutions to its members.

FOLIO and ReShare

Our previous Library Management system, the backbone of our services, celebrated its 20th anniversary in 2022. However, after CAVAL reviewed the Shared Collection, it was determined in 2022 that a new strategic direction was required to support the future needs of CAVAL.

As a result, CAVAL selected FOLIO – Future of Libraries is Open as its new Library Management Platform (LMP). In February 2023, CAVAL's instance of the FOLIO LMP and VuFind Discovery layer went live, and we became the first in Australia to do so.

FOLIO's more sustainable, flexible, and open framework allows us to support more open integrations and collaborations with our members and partner institutions through initiatives such as our new resource-sharing service - ReShare - scheduled to go live later this year.

ReShare will allow for unmediated (as much as possible) resource sharing among our members and the broader research community and connect all types of systems together rather than being vendor specific. It will open up opportunities for members to create specialised collections of the future while saving space and contributing more to CAVAL's shared collection. We will also be able to provide data analysis expertise to help maximise the accessibility and discoverability of the members' collections.

Driven by our membership, we hope to see the new 'Collective Collections' working group thrive as they develop sound policies in this space and more and more libraries, consortia, developers, and open-source advocates join in as we go along.

This is only the beginning of our path to a digital, open, collaborative, and integrated future. The foundations that we laid in 2022 will help with a sustainable and forward-thinking CAVAL. The future is exciting and bright for us, and we want you to be part of it!

Embarking on a Collaborative Learning Experience: Our Cross-Institutional Library Mentoring Program

The CAVAL Cross-Institutional Library Mentoring Program (CILMP) ran for the tenth time in Victoria and the fifth time in New South Wales (NSW) in 2022, and for the first time, incorporated mentors and mentees from Public Libraries Victoria (PLV) through their collaboration with the State Library of Victoria (SLV). The year prior to COVID-19 provided the opportunity to merge the Victorian and NSW Academic Library programs and include several participants from Tasmania, the Australian Capital Territory, and Vietnam (RMIT Vietnam).

While each year of the program has been concluded by a survey of the participants looking at components of the program and how they were received, an attempt has yet to be made to capture the short-term and long-term impacts of the program on participants. That changed in 2022 when a survey was launched and shared with all participating in the program between 2013 and 2021. The latest survey enabled CAVAL to better understand the program's diverse impact on participants.

Of the 415 people who received the link to the survey, 158 people, or 38%, responded, which was a considerably higher percentage than initially expected.

FIGURE 1

| 52 | 86 | 20 |
| MENTORS | MENTEES | MENTORS & MENTEES |
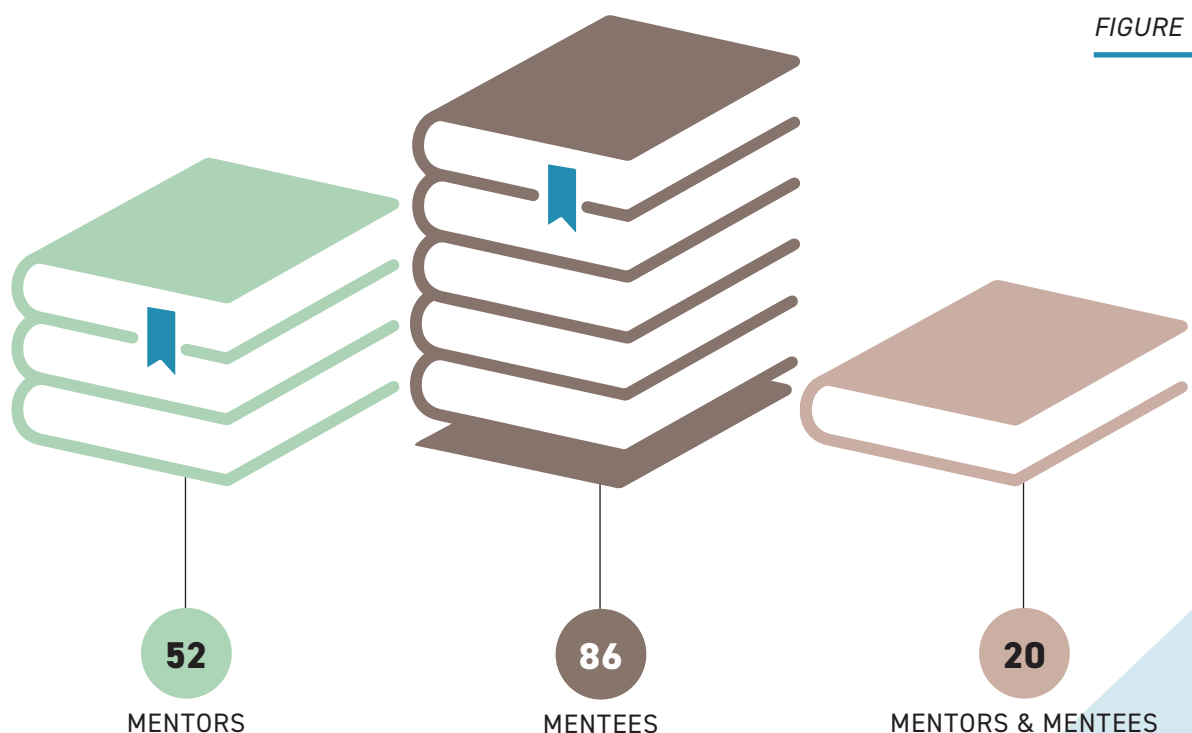
As depicted in Figure 1, of the 158 respondents, 86 had participated in the CILMP as mentees only, 52 as mentors only, and 20 as both mentors and mentees.

FIGURE 2

25%	42%	22%	9%	2%
SIGNIFICANT	SOME	LITTLE	NONE	UNSURE
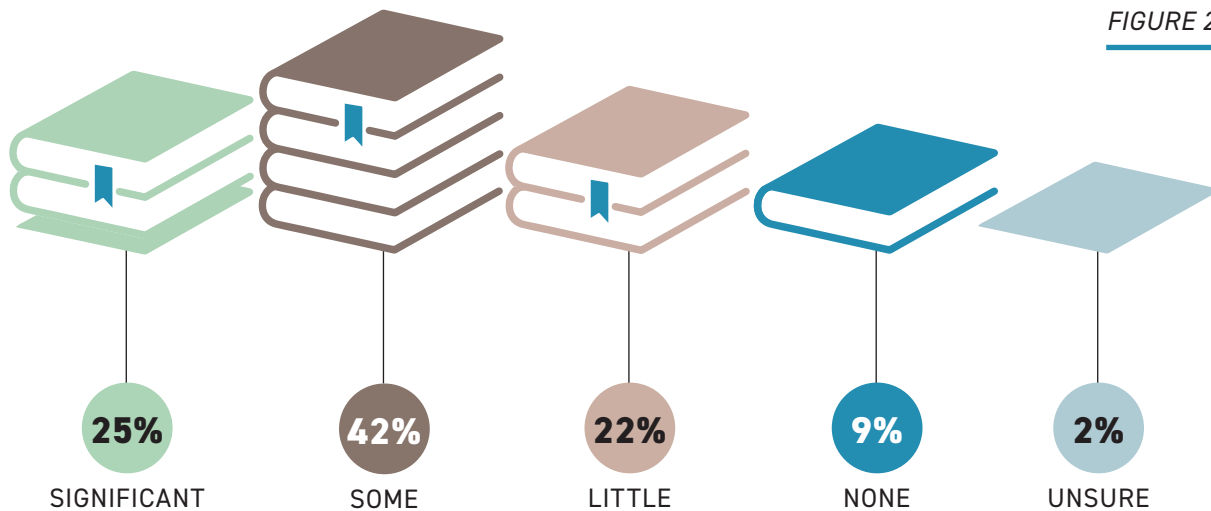
89% of all participants thought participating in the CILMP had little, some, or significant impact on their career during the program, as indicated in Figure 2.

FIGURE 3

26%	33%	21%	17%	3%
SIGNIFICANT	SOME	LITTLE	NONE	UNSURE
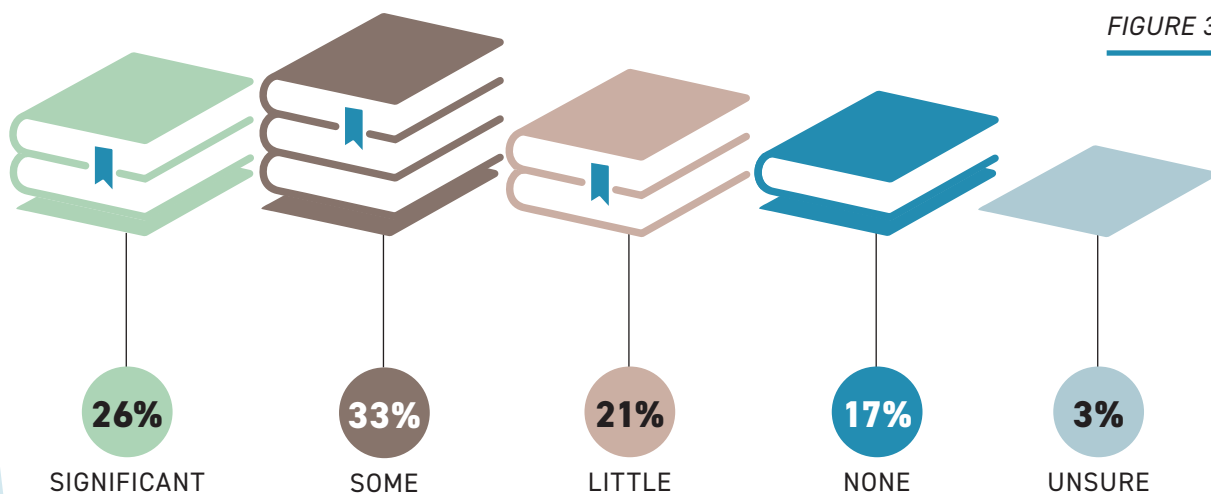
The program's long-term impact appears to decline slightly after the year of participation, with 80% believing that participating in the CILMP had little, some, or significant impact on their career long-term, as indicated in Figure 3. This is unsurprising considering that the formal program has concluded for the participants. Keeping the momentum going may be more difficult when not in regular contact with a mentor/mentee.

Based on a learning-centred and bifocal model, CILMP may not directly impact the participants' careers; however, 96% answered that participating in the program had little, some, or significant impact on them. Again, this is evidence of the larger impact capability building like this can have.

FIGURE 4

97%
YES

3%
NO
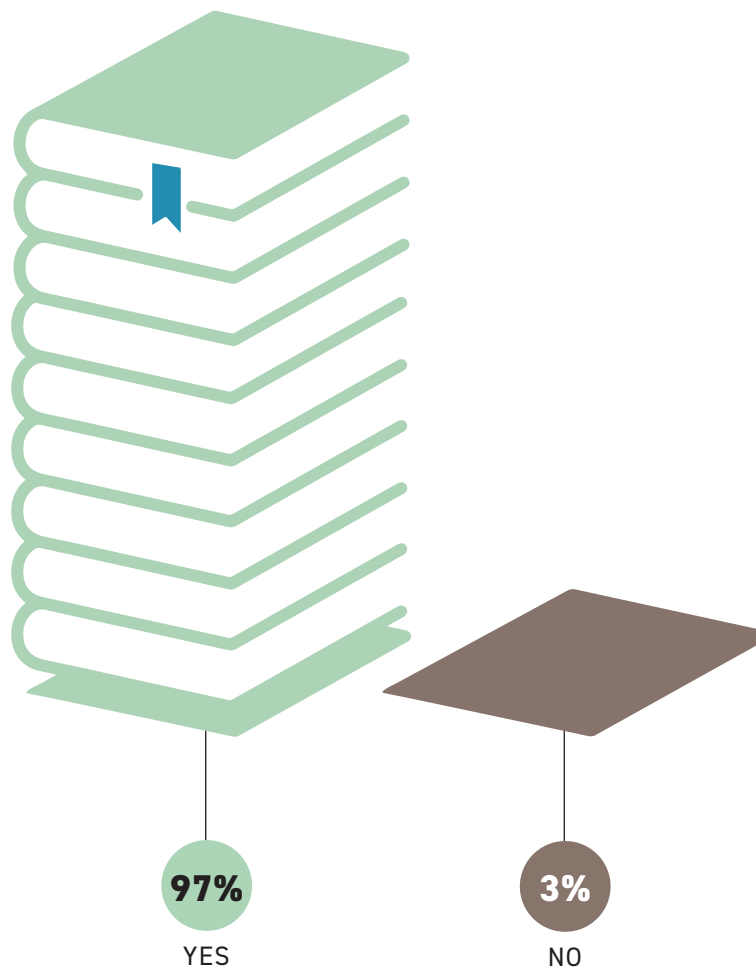
Encouragingly, 97% of the respondents would recommend the mentoring program to others.

Themes emerge from the responses.

- *Multiple respondents indicated that they had secured a new role/achieved a promotion/ applied for new roles or secondments while participating in the program. The program also encouraged some to move interstate or to a different country. Examples are included below:*
- *I am in a new role, using transferable skills rather than a job-related skillset.*
- *I moved to NSW, to a public library's role with much more interaction with the members.*
- *I was able to secure a promotion to a new position.*
- *I have tried secondments that I would not otherwise have gone for!*

A recurring trend is that many participants, both mentees and mentors, gain increased confidence in themselves and their skills through the program. Their self-esteem also grows, as indicated by the quotes below. It is worth noting that the confidence and self-esteem gained also permeate other areas of participants' lives rather than being purely centred on their careers.
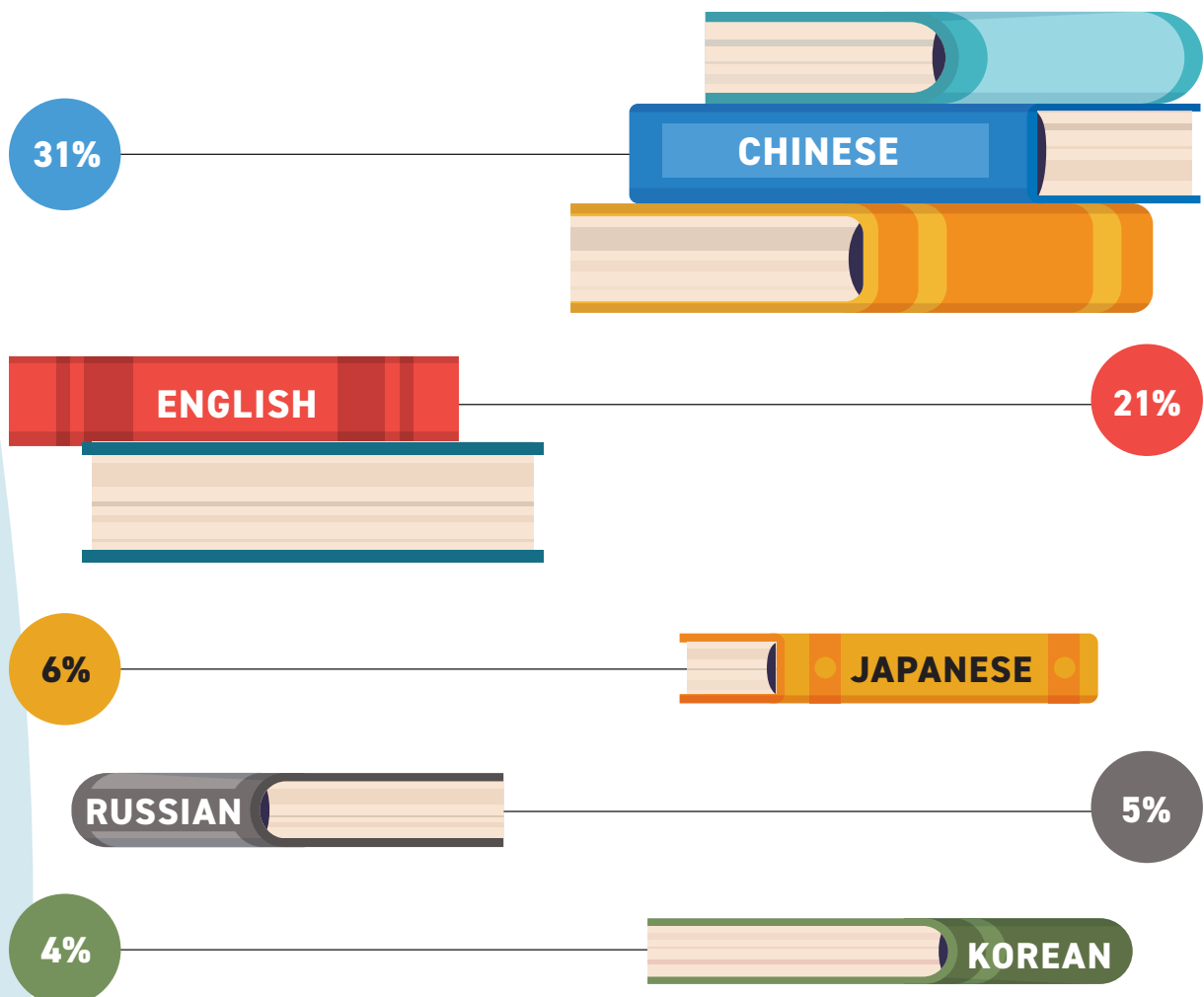
- *I became more confident as a mentor and able to complement my roles as a parent, friend, coach, and leader.*
- *The program fostered my newfound confidence and my cross-institutional connections.*
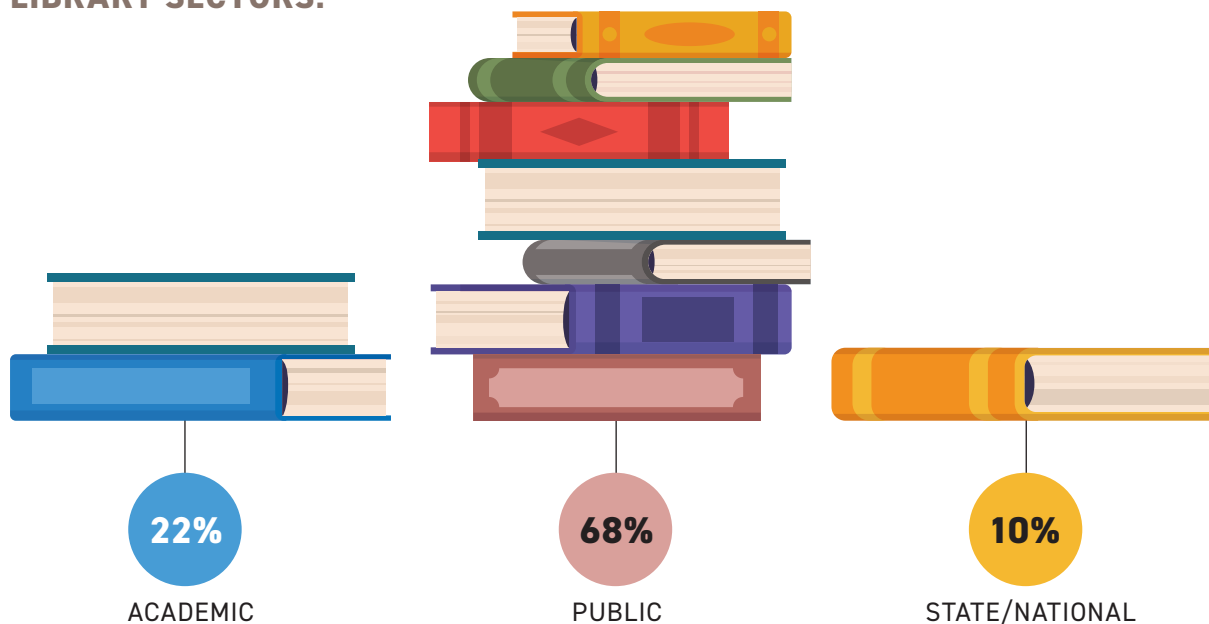
CAVAL

Library Supply Report

ITEMS CATALOGUED AND PROCESSED:

109,481

TOP FIVE LANGUAGES:

31% — CHINESE

ENGLISH — **21%**

6% — JAPANESE

RUSSIAN — **5%**

4% — KOREAN

LIBRARY SECTORS:

22%
ACADEMIC

68%
PUBLIC

10%
STATE/NATIONAL

Despite COVID-related challenges, staff departures, and supply chain issues, Library Supply has achieved its most productive year since CAVAL started to provide shelf-ready services. Over the year, the resource description, shelf-ready services, and language resources teams catalogued and processed over 109,000 items in 52 languages. These items were delivered to 66 customers across Australia and New Zealand.

Our customer base has steadily grown, mainly due to referrals from current customers, particularly those in New Zealand.

Throughout the year, Library Supply achieved notable accomplishments, such as:

- Library Services at the University of Melbourne made the University's Russian collection of 3,700 items discoverable worldwide.
- They catalogued over 6,600 articles published by Penguin and provided metadata services for a Chinese collection of 440 items, which included print-based material, pictures, posters, items of clothing, and ceramic figurines from a collector in Hong Kong.

The team also worked on the Cultural Awareness Metadata project, which involved upgrading 6,000 records with the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) Pathways Subject and Place metadata. They also upgraded language metadata, including AIATSIS AustLang codes and subjects, and reviewed and updated offensive terminologies used in free text notes fields.

As COVID restrictions eased and Victoria moved towards the new normal, on-site cataloguing services restarted for members and other customers whose collections required minimal handling and movement. The team could also physically meet, engage with customers, and showcase their services and solutions at regional industry events in Queensland and New South Wales.

Financial Statements

FINANCIAL PERFORMANCE

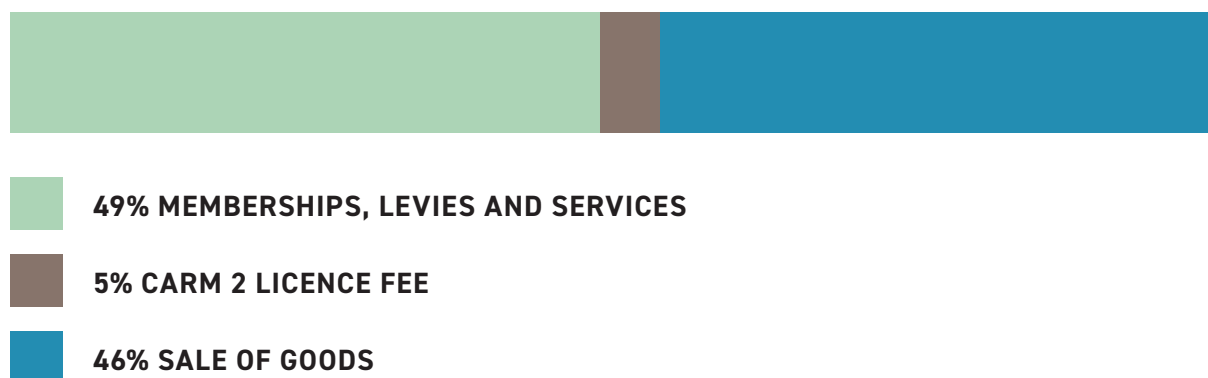| $M	2022 total revenue	2022 total expenses	2022 surplus/ (deficit)	2021 total revenue	2021 total expenses	2021 surplus/ (deficit)
All allocations	**8.94**	**9.48**	**-0.55**	**8.07**	**7.17**	**0.89**

The beginning of 2022 started off with libraries around Australia beginning to open their doors to patrons with various safety protocols in place. Income from supply of materials to public libraries increased considerably. On the other hand, management continued to review organisational and operational structure. The deficit for 2022 was $0.55 million (2021: surplus $0.08) which was significantly impacted by goodwill impairment.
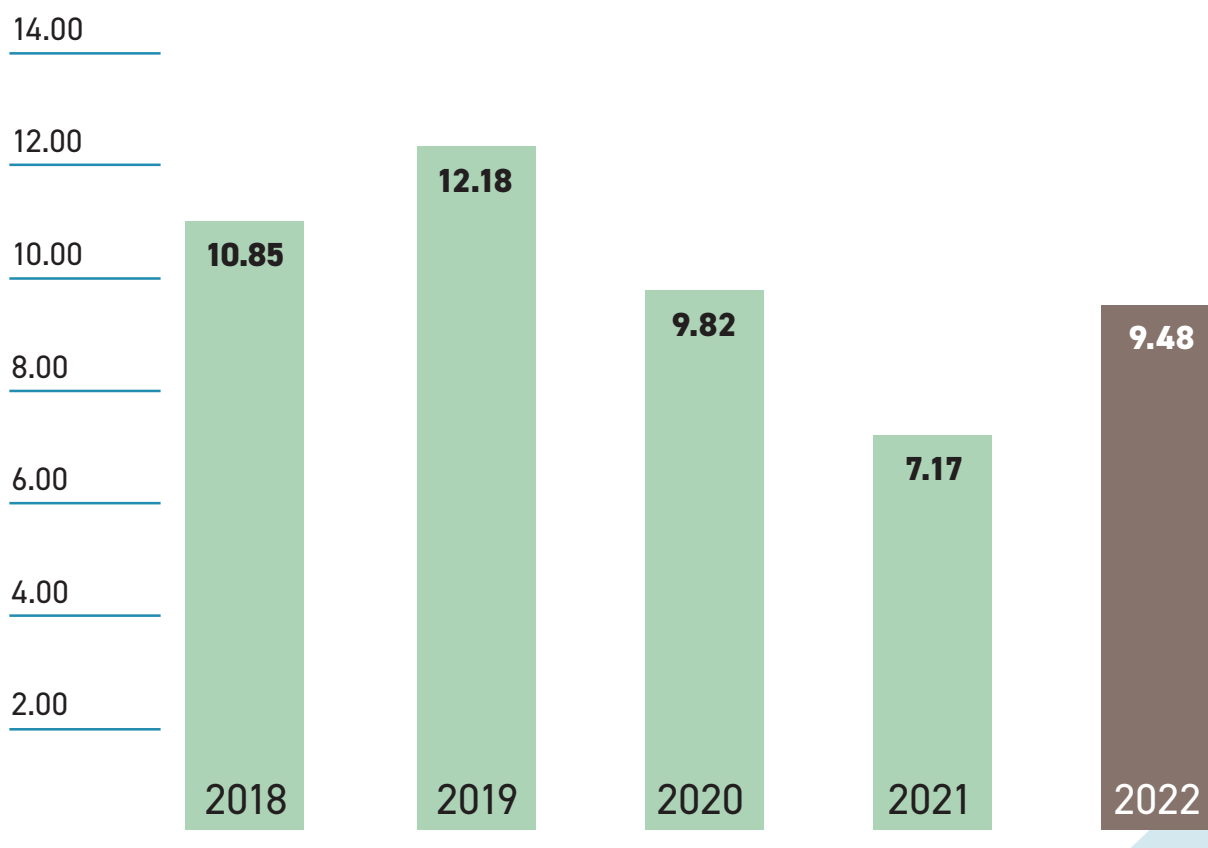
TOTAL REVENUE ($M)
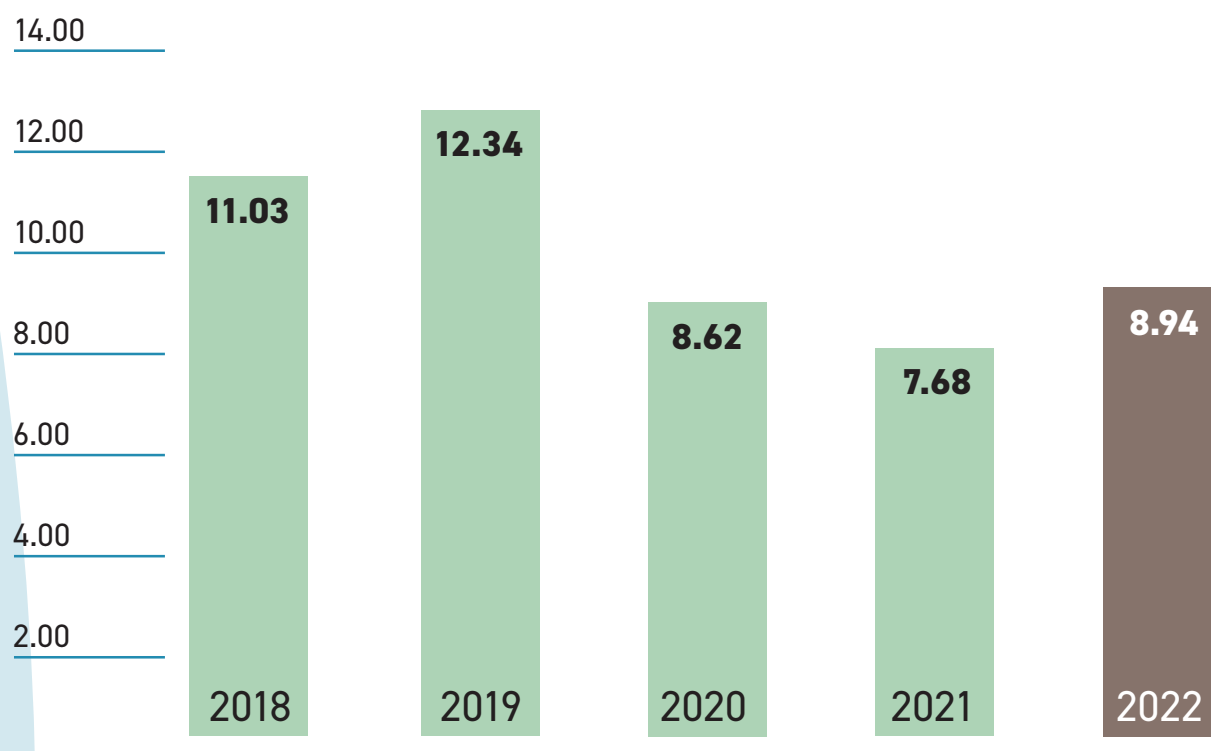
Overall revenue increased by $1.26M or 16 per cent over the 2022 financial year to $8.94 million. This was primarily due to increase in sales to public libraries and language schools.

REVENUE BY CATEGORY (FINANCIAL YEAR 2022)

- 49% MEMBERSHIPS, LEVIES AND SERVICES
- 5% CARM 2 LICENCE FEE
- 46% SALE OF GOODS

TOTAL EXPENDITURE ($M)

Year	Expenditure
2018	10.85
2019	12.18
2020	9.82
2021	7.17
2022	9.48

Overall expenditure was $2.31M or 32 percent higher than 2021 at $9.48M. The increase is primarily attributable to higher cost of sales due to an increase in business activities and $0.5M impairment loss.

Business Hours

Monday to Friday
9.00am to 5.00pm

Closed public holidays
except Labour Day and
Melbourne Cup Day

Closed between
Christmas Day and
New Year's Day

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