### Individual awards

#### Infrastructure and Applications

**RUNNER UP**

*Dino Reinadi* (first nomination)

There is no single event to focus on - Dino has provided great service in many ways to the School of Women’s and Infants’ Health and the Women and Infants Research Foundation - rapid response to problem solving, persistence (e.g. with problematic equipment during the recent KEMH Amcom network upgrade), both general and specialist advice on equipment (such as the purchase of new servers, etc., for WIRF and SWIH 18 months ago). He communicated this with all the stakeholders in a regular and timely manner.

*Dino Reinadi* (second nomination)

Dino has been providing an excellent IT support for the School of Women’s and Infants’ Health and the Women and Infants Research Foundation affiliated with SWIH. Because both, SWIH and WIRF are located at the King Edward Memorial Hospital - we have had several equipment breakdowns/network updates. Dino excellent support facilitated all of these equipment upgrades/changes and breakdowns in a manner that allowed us remaining productive and relatively uninterrupted. Dino has always displayed very professional and effective approach to solving problems. He is always able to discuss complex IT issues in the manner that resolves our uncertainty and improves our knowledge of the area.

**Daniel Tay**

Daniel has been a fantastic help during the AV equipment network migration project. He pulls out all the stops to get the job done quickly and efficiently. Setting up and configuring the new AV switches to tie in with the rollout - as well as adhoc switch requirements - has been a huge task. The AV team is thankful for his efforts and attention to detail. His efforts have put the migration on track for completion later this year.

#### Policy and Planning

**Jessica Sheppard**

I can nominate Jessica for many reasons whether it be taking on PM role duties while working as a BA, stepping up as a team leader and mentor when none other is present, or many specific project examples. However, this situation is in relation to recent desk move within Project and Performance. The basement of the Reid library was vacated by BIP staff which left many cluttered and dirty desks behind. In the absence of a formal move coordinator Jessica stepped up and removed many boxes, organized equipment removal, cleaned desks, shelves and other office furniture and even moved furniture when needed. The result was a much more pleasant work environment, so much so that the team moved into the vacated desks leading to a happier staff. It also paved the way for a full team move so that the Office of Excellence can prepare for occupancy of level 2 of the Reid Library. Had Jessica not taken the initiative to do this work herself, there would not have been enough time to move the projects and performance team for the Office of Excellence. Time and time again Jessica happily takes on additional tasks and roles which may be above or below her pay grade and responsibility level. The team is stronger, happier, and more efficient with her on it. Thanks for all the help and support Jessica!
# Research and Learning Support

**WINNER**

**Katie Mills**

Information Services social media channels required significant improvement to make them more engaging, current and be followed by a wider audience. Katie worked closely with others on the development of a social media strategy and has worked hard to implement the strategy. To date, Katie’s actions have:

- increased our social media engagement significantly. Before the strategy was implemented on Facebook, IS had 454 ‘likes’. ‘Likes’ are important as the IS posts come up in the news feeds of students. At the time of writing this nomination, IS now has 840 ‘likes’ on Facebook and this number is growing daily.
- improved the quality and quantity of our Facebook and Twitter posts. Katie has thought creatively about how to better promote IS and ensure increased awareness about our services for users. This includes a promotion of the Reid 50th anniversary, through the 50 facts in 50 years which is being promoted on Facebook in 2014.
- ensured more evaluation of social media use through tools such as Facebook Insights and Twitonomy
- shared knowledge about social media with other team members through Katie becoming a "champion" for this service Katie is always enthusiastic and positive and open to suggestions. She is creative in her posts and thoughtful in terms of what would be of interest to students.

# Resources and Development

**Xanthi Christidis**

Xanthi performs work for the Institutional Repository (IR) and for Information Resources Access Management (IRAM). This is a joint nomination by Kate Croker, the Associate Manager of the eResearch and Digital Developments Unit, and me in my role as the IRAM Monographs Access Management Coordinator.

Xanthi’s IR tasks include processing material to be included in the repository. She has also been working on the transition from Digitool to Pure, including cleaning up metadata in existing records. Her IRAM tasks involve ordering material and receiving and processing it. This last task includes copy cataloguing. She also processes theses - descriptive cataloguing for IRAM and digittheses for the IR. We are nominating Xanthi for her general attitude and performance. She is very reliable and processes significant amounts of work quickly and accurately. Her output is very high. Xanthi has come up with several good ideas related to her IR work and has identified and helped resolve IR related issues. Both of these activities have led to improvements in the Open Access workflow for the IR. Her feedback, comments and suggestions in IRAM are also valued.

**Belinda Ireland**

An event unveiling a painting which was the centenary gift of the Friends of the Library, to the University. Belinda was asked to take photographs which could potentially be used in the IS newsletter. This is outside of her role in IS and the usual 9 to 5 office hours. Belinda regularly put herself out to do these ad hoc requests to take photos. Belinda was professional, conscientious and pleasant in her dealings with the guests at the event which had 45 people attending from the Friends, UWA and IS, and also included the Vice Chancellor. Belinda took a range of photos and emailed them to those who might need them the next day, with the offer to edit or crop them if needed. This is only one example where Belinda has done this type of action and I could recount a number of other occasions where she has gone over and above the role she is employed to do and contributed to the overall good of IS, demonstrating client first values.

**David Thatcher**

David has done an enormous amount of additional work to assist with the refurbishment of the postgraduate study area and the reorganization of the Special Collections workroom over the past three months. No problem is too difficult for him and he approaches each task with enthusiasm and good humor. His recent actions included: Provision of options for each problem caused by the refurbishment including a wider view of implications for various solutions. Re-use of current resources - therefore providing IS with cost savings. Organizing movement of part of the thesis collection and all the Broeze manuscripts to provide greater space options in the workroom. Assistance in creating a reception area for Special Collections when no provision had been made of this function. Movement of items in the Special Collections workroom to help create a prime reading room and an overflow reading area for clients. This has resulted in a workable situation to meet the needs of walk-in clients to Special Collections. David is a highly regarded colleague who deals with issues creatively and who is open to constructive suggestions.
Client Services

Ciar Langford

Irene Heystek in Research Services had a problem with saving PDFs. For over a month various solutions had been tried to no avail. Ciar thought outside the box and came up with the solution that worked. In Irene’s words “Ciar was patient, communicated her thought processes well and solved the issue. She was brilliant!”

Andrew Ryan

Multiple PC software images needed to be made available for different workstations. Notably: Windows 7 image for standard IS supported areas, Student PC image, Kiosk PC image, Lectern PC image, Staff UNIWA windows 7 standard image. Each of these images had specific - sometimes undocumented - requirements. Many of the images had not been deployed using our current build and deployment technology (which is overdue for replacement). Andrew took on all of the image builds, pointed out the challenges, recommended and implemented improvements and changes in approach and then tenaciously got on with the work. All images (so far) were delivered in a timely manner and with minimal need for updates. This meant the work was invisible to most of Client Services Customers who just saw an image or new machine delivered to their desktop.

Runner Up - Dino Reinadi

Winner - Katie Mills

Team Awards

IR Budget Team
Team Members: Irina Akopian, Margaret Houghton, Michelle Morgan

Toward the end of 2013 the IR budget team faced two significant challenges. The Budget Coordinator went on parental leave and approval was given by SMT to significant changes to the IR budget model which would require implementation in 2014. Task: The IR budget team had to perform a number of tasks without the expertise of the Budget Coordinator including: Financial close on Millennium in 2013 Estimating the serials requirement for 2014 They also had to assist in developing a pathway to transition to the new budget model

Action: The budget team raised to the challenge and used their experience and knowledge to successfully complete the 2013 financial close in 2013, to create the 2014 serials estimate, and to help plan for the new IR budget model.

Result: Millennium financials were successfully closed in 2013. The IR budget estimate was successfully created and contributed to the overall budgeting of the IS budget. Significant progress has been made on transitioning to the new budget model.

WINNER

BYOD

The RLS Student IT Support was implemented in January 2013 with staff requiring ongoing training and support. In January 2014, Daniel developed and delivered (with the BYOD team) a series of refresher training workshops to all RLS staff. This is a challenging undertaking to accommodate all RLS staff, sessions were delivered across 3 subject libraries so all staff have the opportunity to attend locally without too much travelling. In 2014 IS implemented Student calendaring and collaboration tools and PebblePad (Personal Learning Environment) on behalf of CATL. Training to support these systems were incorporated into the training programme. The programme consisted of workshops on Pheme, OLCR, LMS & LCS, Student email, calendaring and collaborations tools, Unifi, Uniconnect and UniHall, and Pebblepad. Daniel and his team organized rosters, training material, delivered training, created Collaborate and askUWA guides. This work is in addition to their other project work such up reviewing and updating websites; testing student calendaring and collaboration tools; creating videos and guides for new systems. The training is much needed in continuing to upskill the Library Officers, to be able to better support students at the service points, to enable an equitable student experience. Feedback from staff has been very positive.
Reid Library Officers and Senior Library Officers
We would like to nominate our Library Officers and Senior Library officers in Reid who we have seen embodying all the IS values to an extremely high standard this year, and especially since the beginning of the semester. Client focus – all team members display a continuing focus on clients, offering assistance at the highest standard possible, even when operating under pressure and show initiative in finding ways to solve problems. Flexibility – Team members have responded really positively to a lot of change - sharing a new workroom layout, working at a transformed information service point, showing continuing willingness to learn new skills and provide new services in new ways in a highly professional manner. Innovation – Team members look for and suggest ways to improve our service. People- All team members in different ways contribute to a positive team feeling in our workroom with friendly, efficient communication, support of colleagues and occasional laughs and treats! They provide an excellent service to everyone with whom they come into contact and clients can trust that they are receiving accurate and helpful advice or being directed to a place where they can find help. Our LOs and SLOs collaborate effectively and in a friendly professional manner with each other, other RLS teams and all parts of IS to make our services and collections accessible to all our clients and to help them in any way. They are an asset to IS and to UWA.

WINNER - BYOD