

UNSW Library Annual Report 2020



UNSW
SYDNEY

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2020 - a year

This introductory section of the UNSW Library plan is usually reserved for a summary of our strategic achievements, however this year, 2020, being so extraordinary due to the global COVID-19 pandemic, has required a different approach and sentiment.

I'd like to start the 2020 UNSW Library Annual Report by thanking each and every one of our fantastic library people. The extent of the flexibility, dedication, service ethic, innovation, excellence, collegiality, collaboration, frugality and mutual respect has been simply amazing. The Library directors and I are just so proud and thankful.

The University's flexible work arrangements provided the framework for most library staff to quickly move to working from home, while juggling numerous technology, work and personal demands. Everyone quickly adjusted to more digital ways of working and staying connected. Incredibly, we found that teams were even more connected online and productivity and efficiency increased. Some of our people were however, asked to travel to work on site every day to maintain our spaces, collections and digitisation services, and we acknowledge their extra courage and contributions.

In direct response to the pandemic the Library did a pirouette and closed its spaces and then later reopened them with bookable and physically distanced individual study spaces. Access to print collections was provided via the temporary Click & Collect service which proved popular.

We did of course start the year with the 2020 UNSW Library Plan, however, this was revised mid-year in response to challenges and opportunities and it was amazing to see how much was achieved.

Library support for academic excellence continued to develop as we completed a design for the Paddington Library, implemented a new seat and room booking system, launched our Expert on Demand service, updated our purchase request services, increased use of online services for Leganto course resource lists, and implemented a range of exhibitions including Library Unstacked, Worlding with Oysters, and Performance Sydney as well as a digital exhibitions platform.

The Library supported research excellence by completing the 2019 Annual Research Output Collection (AROC), migrating the Research Output

System (ROS, Digital Science Symplectic) to cloud, developing a new Data Management Planning Tool (DMPOnline), progressing the UNSWorks refresh using DSpace7 repository solution, and reviewing our resource sharing workflows and platforms.

Our digital scholarly information resource collections were thoroughly reviewed in response to a 30% or \$7.65M budget reduction. We negotiated our first transformative agreement, with CSIRO Publishing. The new university Single Sign-On (SSO) system was implemented to facilitate a more streamlined digital off-campus experience.

A university major workplace change saw the Library farewell twelve colleagues who chose to leave at that time. We were also able to recruit for ten new and existing vacancies, and make some minor adjustments to our structure and selected roles, while minimising disruption.

The Library's client focus has remained throughout the year and some examples of client feedback are provided later in this report. Thank you to all the students, HDR candidates, professional and academic staff and vendors who have worked with UNSW Library this year.

Martin Borchert
University Librarian





2020 in Numbers

> Collection size

Electronic: 2,258,402

Physical: 1,229,448

> Collection usage

Electronic: 15,916,878

Physical: 71,302 loans and interlibrary loans

> Research

UNSWorks downloads: 409,251 (26% increase from 2019)

Research Data Management Plans: 1099

Verified ORCID researchers in ROS: 3314

Research consultations: 895

> Engagement

Online exhibitions: 3,100 visits

Total visits: 2,507,081 (all libraries in person and website)

Presentations and workshops: 144

Expert on Demand consults: 7498

Library Enquiries: 49,815

Outreach strategic engagement with faculty: 2,476

> Teaching and Learning

Leganto course resources lists: 1282

Student engagement with course resources: 2,283,928

ELISE quiz completions: 14,678

Educational Excellence

Expert on Demand Librarian service

Expert on Demand was introduced as part of the Library's research support service model in March, replacing the face-to-face Drop-in research support service and complimenting the existing Research Consultation service for postgraduate students and staff. This new online service enabled students and staff to book an appointment with a subject specialist librarian and ask their research questions, after the rapid move to working from home.

This move to virtual study and work accelerated the uptake of Expert on Demand. At the launch of this service in March, 153 requests were fielded through Expert on Demand, with the number soaring to 823 in April 2020, and peaking in July with over 1000 bookings. Uptake was consistently high throughout the rest of the year with Expert on Demand requests totalling 7,498 for the year.

Orientation and transition program

A new hybrid channel orientation and transition program for commencing students was implemented from T3 in both English and Mandarin. 146 students attended the program and provided positive feedback that it was fun, a suitable introduction to UNSW Library, and a great way to make new friends.



Help Zone, Law Library

"I thought I knew my way around the databases but this has been eye opening. So many paths have been opened up and I now feel better able to do my research. I'm glad that I didn't leave all this too late, it's been extremely helpful to do this early on and it works well online."

**PhD candidate,
UNSW Business School**



Main Library, UNSW Sydney

ELISE online lessons and quiz

14,678 commencing coursework students, both undergraduate and postgraduate, completed the ELISE online induction modules and quiz. January saw the sunsetting of the Smart Sparrow adaptive learning software, the platform on which the ELISE Quiz was created. The Library moved the quiz to the Moodle Learning Management System in time for Term 1, with no significant impact to students. New information was integrated into the modules including academic integrity, digital dexterity and digital wellbeing. The Library continued to receive very positive feedback about the ELISE quiz.

Leganto course resource lists

The Library was well prepared for the rapid shift to online learning as the engagement with Leganto course resource lists was strong and growing. There was a 40% increase in lists which led to a 55% increase in students enrolled in courses using Leganto, resulting in a 30% increase in student activity compared to 2019.

Whereas there was a 41% increase in the number of Leganto lists for all faculties in 2020, there was a spectacular increase of lists in the Engineering, Built Environment and Law faculties which saw increases over 80%.

Electronic resources such as eBooks saw a 36% increase and articles 42% increase compared to 2019 and continue to dominate the citations in 2020. Lists also saw the inclusion of more streaming and website resources which provided students with a varied selection of reading options.

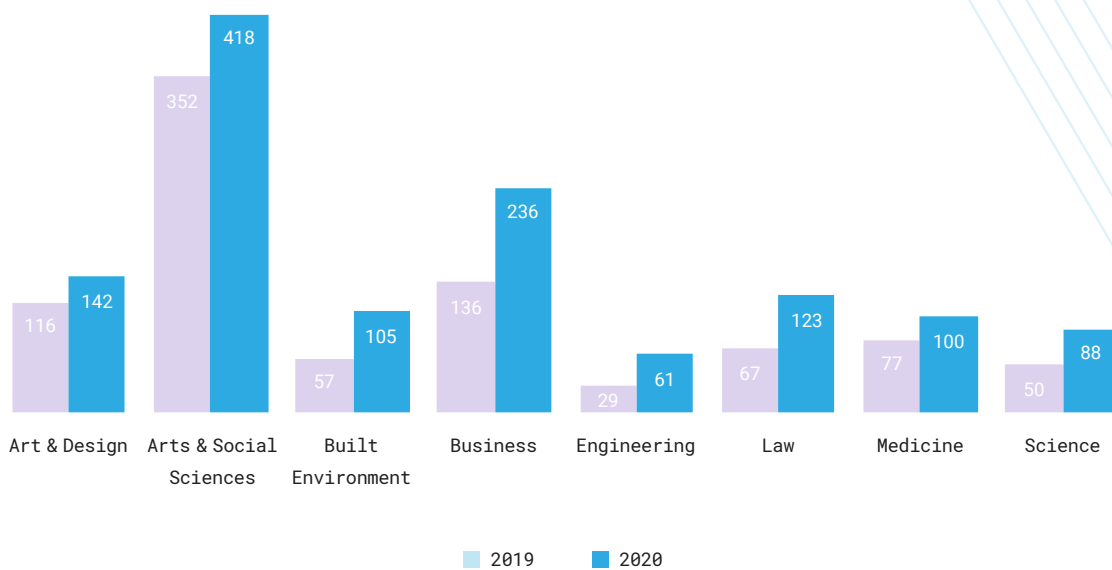
“Thanks very much again for your great help with assessing my academic performance using Scopus, Scival and other tools. Your advice greatly improved my understanding of the benchmarking process and presentation of research output. It will certainly enhance my application for promotion.”

Senior Lecturer,
School of Biotechnology and Biomolecular Sciences

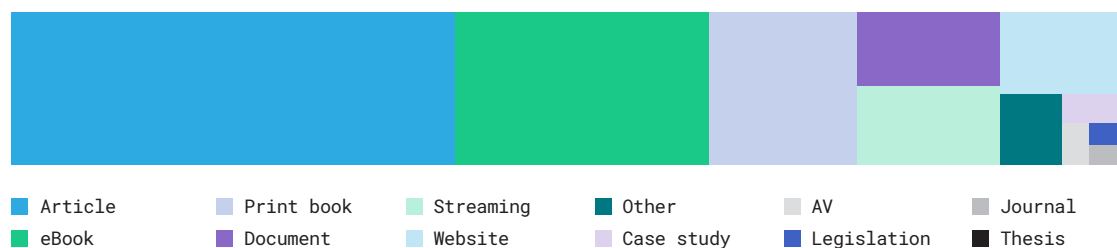
Use of Leganto lists

| | 2019 | 2020 | |
|---------------------------------|-----------|-----------|-------|
| No. of lists | 910 | 1,281 | 40% ↑ |
| No. of citations | 29,010 | 40,405 | 40% ↑ |
| Enrolled students | 62,896 | 97,098 | 55% ↑ |
| Active students | 44,589 | 58,041 | 30% ↑ |
| Student activity (total events) | 1,378,902 | 2,283,928 | 65% ↑ |

Use of Leganto lists by faculty



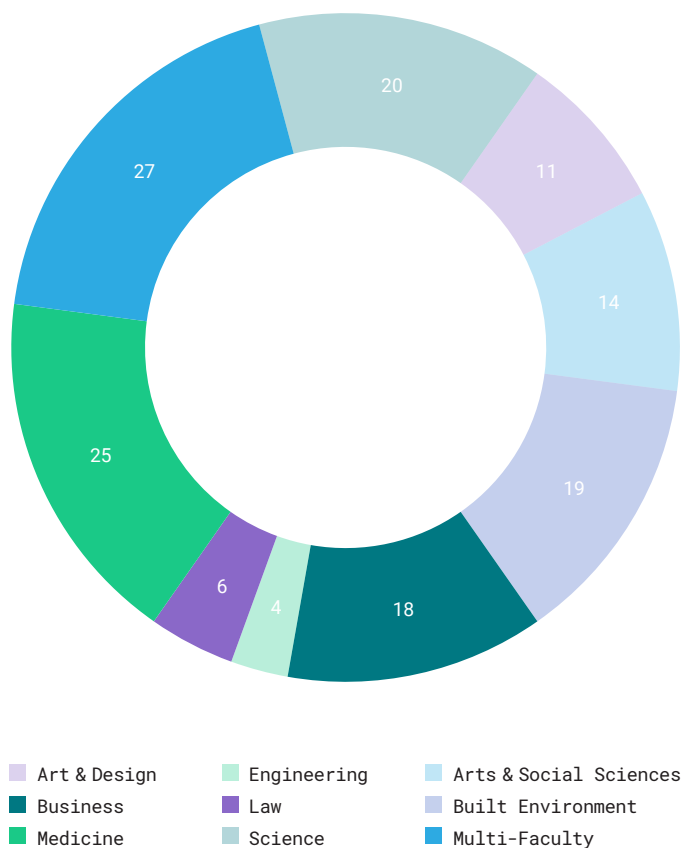
Citation material type



Library service model for curriculum support

Academic Engagement Librarians worked with each faculty to deliver flipped workshops and subject-specific course packages. The rapid move to online teaching provided opportunities for delivering tailored workshops and Digital Teaching and Learning Objects (DTLOs), designed and embedded into a range of courses to support students' learning. This integrated approach for curriculum support, underpinned by the Library's threshold concepts and the Digital Dexterity framework, enabled a seamless transition and contributed to a positive online experience for students. In collaboration with Pro Vice-Chancellor Education, the Library created an embeddable Leganto list with resources supporting the Sustainable Development Goals (SDG) toolkit, which was used by six courses in the faculties of Science, Business, Engineering, Built Environment and Arts & Social Sciences in 2020.

Library presentations and workshops



Research Quality

Researcher training and support services

The Library provided support to academics, HDR candidates and researchers at different career stages during the COVID-19 pandemic. The Planning to Publish workshops were quickly adapted and presented online and provided an opportunity for PhD candidates to build on the foundations of their publication strategy. Feedback from attendees was very positive.

During 2020, the Academic Engagement Unit continued to support researchers with bibliometric and research impact sessions and 895 personalised individual and group research consultations, all delivered online. Group research consultations provided an opportunity for researchers to engage with peers while studying and working from home.

Scholarly communications

The Access the Open project aimed to raise the visibility and discoverability of Open Access (OA) materials for the UNSW community. Two 30 minute interactive workshops on Finding Open Access scholarly resources: FAIRly, ethically and easily were held with 34 HDR candidates and researchers from Engineering, Business, Built Environment and Arts & Social Sciences. Feedback from participants was positive with researchers particularly valuing being introduced to a range of OA resources and learning where and how to ethically access and use open content.

"I just wanted to communicate my overwhelming appreciation to the UNSW library staff. I am embarking on a systematic review, and the librarian was absolutely fantastic in our research consultation last week. I was blown away at the attention I got. In short, I am very grateful to the UNSW library team!"

**PhD student,
Biological, Earth and
Environmental Sciences**



Annual Research Output Collection (AROC)

The 2019 AROC was completed. 10,404 traditional and non-traditional outputs were accepted as eligible, peer-reviewed (or equivalent), original research. This represents a steady, year-on-year increase in output across most areas of the University. In response to the significant workload represented by AROC and the reduced resourcing available following workplace change, the Library commenced work to automate the assessment process using Symplectic Elements' bulk assessment via API for the AROC 2020 collection.

Research Output System (ROS)

UNSW's institutional system for publication management, ROS, was migrated from in-house servers to the cloud, increasing efficiency and reliability. ROS utilises the Digital Science Symplectic Elements solution.

"My sincere thanks for helping me to explore different ways to present my publications data. The two sessions with you were extremely useful to me, including using Scopus and ROS which I wasn't aware of before."

**Senior Lecturer,
UNSW Business School**



"Congratulations to the Library on its swift moves to assist academic staff and students with course resources this year."

**Head of School Advisory Committee meeting,
School of Optometry and Vision Science**

UNSWorks

A proof of concept of Dspace7 was successfully completed. When fully implemented, Dspace7 will replace Fedora as UNSW's institutional repository for publications and datasets, UNSWorks. Dspace7 will be integrated with ROS and other institutional data sources. Phase 1 implementation is planned for Q4 2021.

The UNSWorks deposit rate and download rate increased 25% and 23% compared to 2019. The most downloaded thesis in 2020 was Matthew McCarty, *The measurement of the pressure distribution over the wing of an aircraft in flight*, (Aerospace, Civil and Mechanical Engineering, UNSW Canberra, 2008) with 1,243 downloads and the most downloaded article was S. Castilho et al, "Approaches to human and machine translation quality assessment" in *Translation quality assessment: From principles to practice* (2018) with 1,210 downloads.

Thesis digitisation project completed

Over 12,000 Masters' and PhD theses awarded by UNSW since its founding in 1950 until the University transitioned to digital thesis submission in 2007 were made publicly available as part of the thesis digitisation project. This substantial project involved scanning materials in a range of sizes and formats, rights and risk assessments, and metadata creation to provide access via UNSWorks. The original print copies were relocated to offsite storage.

New Research Data Management planning tool in development: DMPOnline

DMPOnline, a widely supported open source Research Data Management Planning (RDMP) Tool, was selected and implemented to replace a home-grown solution and will go live in 2021. This project has been undertaken in conjunction with the Pro-Vice Chancellor Research Infrastructure and the Research Technology team, with the aim of enabling researchers and Higher Degree Research candidates at UNSW to complete plans in alignment with sector-wide standards.

Engagement

Engagement with Academics

Engagement with academics increased rapidly as faculties quickly moved to online teaching and research. Librarians assisted with Leganto course resources lists, the Library Service Model for Curriculum Support and research support including guidance with publication strategies and metrics support for promotions and grant applications. Engagement increased by 35% in the year.





Artist Dr Sarah Jane Moore leading a NAIDOC Week Art Making Workshop

Exhibitions Program

Now in its third year, the UNSW Library Exhibitions Program continued to be a space for discourse in the Library. The Exhibitions Program went online with the launch of our new Online Exhibitions webpage, where the Library presented new exhibitions and digital versions of past exhibitions.

The View From Here: Women artists in the UNSW Art Collection in collaboration with the UNSW Art Collection presented works from the 1990s online and in Library spaces. *Worlding With Oysters* highlighted the collaboration between UNSW BEES academics Dr Sarah Jane Moore and Dr Laura Parker. The exhibition was the basis for a NAIDOC week art-making workshop with international students from the Australia Awards and UNSW Cultural Mentors program.

“There is beauty and importance in respecting and understanding different backgrounds, languages, history, culture and beliefs.”

**UNSW Student Feedback
Visitor Survey 30/11/2020**

Student Experience

Library Chat

Library Chat was added to the website at the end of April to provide more options for clients to contact the Library (during staffed hours). This new service was especially valued while face-to-face Help Zone services were suspended and only recommenced under reduced hours in October.

Law Library laptops

The refreshed Law Library now has 48 loan laptops available. As the campus started to re-open, the Law Library was used as the primary library location on Kensington Campus throughout the year and with the longest opening hours.

Bookable study seats

A booking system for individual study seats was provided for the first time and will also be used for booking study rooms in future. Bookable spaces were also provided to support students undertaking online exams in T2 and T3. The new system was used by students to book 3,242 study sessions from September to December, while there were 819 exam desk bookings in T2 and T3.





Academy Library, UNSW Canberra

Canberra Library

The Academy Library, UNSW Canberra worked hard to uplift its support services and resources to be provided virtually for a core of the year. From March until September access to the physical Library was minimal however course readings management and other teaching support, inquiry management, customised tutorials, one-to-one consultations and a full range of research services assistance were provided fully and successfully online.

The availability of UNSW Library's extensive electronic resources meant that staff and students were largely able to meet their information and research needs. When it became apparent there was a continued demand for the physical collection items too, a mediated retrieval (Click & Collect) service was activated. Enhanced physical access (with specific COVID protocols in place) was provided from mid-September with services offered in hybrid mode for the remainder of the year.

"Valuable information and helpful links were provided. Definitely learned so much from this. Thank you."

**PhD student,
Faculty of Engineering**

"Thank you so much for the workshop. I have had excellent feedback, especially from ECAs who attended."

**Co-Ordinator,
Engineering ECAN**



World Class Resources

A budget reforecast prompted a 30% or \$7.65M reduction on Library's scholarly information resources budget for 2020 and 2021.

All 450 publisher contracts were reviewed using a robust set of academic, collection and commercial criteria. Publishers were asked to provide temporary discounts and library staff liaised with the academic community on priorities and decisions. The result was some publisher collections were renewed, some were unbundled and some cancelled. Collection updates have been made available to keep the UNSW community informed. Library staff also worked with the academic community reviewing purchase recommendations for teaching and research and advising about alternative resources. This helped to ensure that purchases were made strategically in areas that required more resourcing.

While acquisition of eBooks and print books was markedly down in response to budget restraints, the usage of eBooks increased to 2,557,564, up 53% compared to 2019. Usage of the print collections was down 39% on 2019, largely due to lower campus attendance. Usage of journal articles remained steady with 7,293,376 usages in 2020. Usage of other digital resources also remained high with 6,065,938 usages.

The Library negotiated its first transformative agreement which provides for both read and publish services with CSIRO Publishing owned journals.

The year provided the Library with an ideal opportunity to perform a much-needed stocktake of its print collection in the Main Library, improving the accuracy of the data on our catalogue. 3.5 % of our collection was remediated, which means that those misplaced books are now back where they belong.

Click and Collect

With the physical collection and Library spaces unavailable to clients due to COVID-19 enforced shutdowns during parts of the year, a Click and Collect service was introduced from May - September to provide access to parts of the collection, including course material. While 4,845 requests were made, this covered approx. 6,000 individual items. Specific FAQs were set-up to help clients understand this new interim service.

New print journal facility at Randwick campus completed

At UNSW Randwick campus, the new facility for the storage and supply of our collection of uniquely Australian and not-widely-held international print legacy journal holdings was completed. A new scan and deliver service is due for implementation in 2021, following COVID-19 enforced delays that prevented access to the facility for much of 2020.

Interlibrary loan system migration

The Library migrated a core interlibrary loan system from an outdated third party management system to a new fully integrated system, Alma Resource Sharing. This migration realised a cost saving and created efficiencies in inter-library loan workflows for our staff and clients.

Digital collections platform launched

The Library launched a new platform for UNSW's Digital Collections, consolidating access to collections previously spread across disparate platforms and providing opportunities for new collections. Based on the Recollect solution, the platform launched a selection of digitised rare books UNSW Library and UNSW Canberra's Special Collections, photographs from the University Archives and Australian and International dance films in UNSW's ReelDance Archive curated by School of Arts & Media academics.

Collection stored at UNSW Randwick campus





Our People

The Library's main asset is its people.

Our people responded to the challenges and opportunities of the global pandemic in so many ways: we quickly moved to working from home under the university flexible work arrangement; setting up our HSE assessed workstations and mobile equipment; we collaborated online; took advantage of the many low and no-cost online professional development opportunities; developed a professional development strategy in support of the library strategy; implemented a more robust service data collection, analysis and dashboard approach; and treated one another with support, understanding and empathy.

Workplace change resulted in maintenance of the Library's three-departmental structure, the retention of most of our positions, and some minor changes to selected position descriptions. We farewelled twelve of our colleagues who chose to take the opportunity to say goodbye.

We responded to shifting student, HDR candidate and academic demand for library services via a range of temporary and continuing service innovations and delivery channel updates.

Our approach has been to maintain the library's unique capabilities, while reducing capacity in line with budget requirements.

By carefully managing these changes, the Library remains in good shape to deliver digital and scalable services which add value to the learning, teaching and research endeavours of UNSW students and staff.



Level 1, Law Library

Committee work

The Library is well represented on Faculty Boards, Academic Quality Committee, Research Committee and Academic Board and provided a steady stream of presentations and papers to engage the University on hot topics such as collections, learning support, research support and open access.

Sector engagement

UNSW Library contributed to two Council of Australian Librarians reports as part of its Advancing Open Scholarship strategic programs, providing guidance to the sector on rights retention in research publications and Australian open access policy alignment with Plan-S. Library staff participated in several international and national sectoral working groups and committees including the Australasian Open Access Strategy Group (AOASG), SCOSS, IFLA, IATUL, Trove (National Library of Australia) CAVAL, and product user groups.

“Thank you at the library for trying to maintain normalcy. It has been much appreciated.”

**Associate Dean Education
Art & Design**

“Students are lucky to have all this kind of learning support from the library.”

**Senior Lecturer,
UNSW Business School**



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UNSW Library would like to acknowledge the Bedegal (Kensington campus), Gadigal (City and Art & Design Campuses) and Ngunnawal people (Australian Defence Force Academy in Canberra) who are the traditional custodians of the lands where each campus of UNSW is located.