UNSW Library Annual Report
2021

Contents

Photo: Luc Remond

Introduction from the University Librarian

When I wrote the introduction for the 2020 UNSW Library Annual Report, we were all hoping the global pandemic would be behind us and that 2021 would be a year of recovery and return to business. Of course this was not to be and in 2021 we managed continued disruption and challenges.

I am very proud of how the library team has managed throughout 2021 and continued to work flexibly while providing quality library services for our students, HDR candidates, researchers and academic staff. My sincere thanks go to the Library Executive Team for navigating this difficult time. I also need, of course, to thank all library colleagues for your continued service focus, innovation and expertise.

It was very interesting to see how studying, teaching and researching from home impacted the utilisation of library services. We managed to keep the Law Library open throughout and this provided students with a safe and comfortable study space. With Main, Paddington and Canberra libraries closed for substantial times during the year, it is no surprise that the number of library visits is very down.

It might be a case of out of sight – out of mind, as student learning services enquiries were also substantially down. The Library responded by providing a mostly online Orientation & Transition and Library Hacks program of social and learning opportunities for students, and this was well received. It was the opposite for HDR candidates for which there was a marked increase in enquiries, event registrations and research consultations.

Academic Engagement enquiries from academic staff were also substantially higher, especially supporting the Library's curriculum support model, the use of Leganto course resource lists, and publishing and open access support.

Despite the disruption, it is simply incredible to see how much progress the Library could make against its 2021 UNSW Library Plan objectives. These are reported on in more detail in this report, however I can mention a few highlights.

The UNSWorks institutional open access repository was upgraded using DSpace7 repository infrastructure and the thesis and research data deposit workflows were migrated. The UNSW Open Access Policy was refreshed to support this. The Research Output System (ROS) and Annual Research Output Collection (AROC) were enhanced with the rapid acceptance workflow.

Our collaborations with faculties, schools and centres were refreshed with a new academic engagement strategy and our new all-staff Library News email was provided on a termly basis.

ELISE, the online modules and quiz for commencing coursework students was migrated from SmartSparrow to Moodle. Students continued to provide feedback that ELISE provides a suitable induction to studying at university.

The Paddington Library (Art & Design) was reimagined and a design implemented for construction over the summer period and occupancy in March 2022. The Kensington campus library master plan was also developed with our partners. Work continued to improve our library website and prepare us to migrate to the university's new platform.

Our digital library collections were again reviewed with the aim of making savings and increasing value for money received from for-profit commercial publishers. We entered into selected transformative read and publish agreements.

A minor workplace change process was completed and introduced three new portfolios – Scholarly Collections & Access (Director is Megan Saville); Research & Infrastructure (Director is Fiona Bradley) and Information Services (Ben Conyers was selected for the Director role and started in January 2022).

Finally, my thanks go to all student, HDR candidate, researcher, academic and professional staff clients, and external partners and vendors, for working with us over the year.

Martin Borchert
University Librarian

UNSW Library Plan 2021

The Library released its 2021 UNSW Library Plan early in the year. The plan was framed around the UNSW 2025 Strategy Plus and focused on twelve timely initiatives for service and infrastructure development:

Objective and response

Status

1 Upgrading the UNSWorks Open Access institutional repository using the DSpace 7 solution.

The new UNSWorks repository was launched using Dspace7 and theses and research dataset collections and workflows were migrated. This project will continue into 2022.

2 Improving research analytics and reporting in the Research Output System (ROS).

ROS was updated using Elements 6.4, and delivered a new reporting hub, dashboards and rapid acceptance.

3 Optimising the ELISE quiz, Leganto course resources lists and other curriculum support systems.

ELISE migrated from SmartSparrow to Moodle and continued to provide modules and a quiz as introduction to studying at UNSW for commencing students. Library EdTech committee commenced. Leganto course resources list usage is up 5% and student engagement with course resources improved by 103%.

3 Refreshing Library presentations and workshops for teaching academics, HDR candidates and early career academics.

The new Scholarly Resources for Teaching, LibraryBytes! Sessions were delivered. Planning to Publish workshops updated to hybrid delivery through MS Teams.

4 Improving the student experience and student success.

There were 270 presentations and workshops (up 64%) delivered to 8,056 students (up 72%), 33,095 Help Zone enquiries (up 7%), and 13,051 consultations (up 17%).

5 Delivering incremental upgrades to library learning spaces for students.

A new Paddington Library was designed for delivery in Q1 2022. The Library Master Plan was developed for Main and Law. An occupancy system was implemented at the Law Library.

Objective and response   ## Status

7 Facilitating community engagement through the library's exhibitions program.

Four online exhibitions were held, aimed at students, which attracted 9982 attentions (up 195%).

8 Supporting the new faculty structure and revitalising the library's outreach program

The Information Services Department re-aligned to the new UNSW faculty structure. A new Library Newsletter was introduced.

9 Advancing scholarly publishing for global impact.

The Dspace7 repository solution was implemented, the UNSW Open Access Policy was updated, and a number of transformative 'Read +Publish' agreements delivered.

10 Focusing on lean service management through data driven decision making.

Service dashboards were implemented, the Library Service Catalogue was published, and activity based costing was trialled.

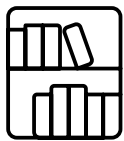**11** Improving the digital experience, supporting online learning and teaching.

The Study section of the library website was reviewed and updated. UX of the Library's discovery service is underway. Planning continues for the migration of the library website to Adobe.

12 Strengthening stewardship of the Library's scholarly information resource collections.

The Collection Development Strategy was updated and now aligns with UNSW's values in action. Procurement was reviewed, academics consulted, making additional savings. On budget.

2021 in numbers

Collection size

Electronic: **1,440,872**

Physical Sydney: **720, 764** (includes 13,579 journal titles)

Physical Canberra: **280,008** (includes 2,971 journal titles)

Physical Total: **1,000,772**

Engagement

Visits: **368,623** (Sydney) and **29,741** (Canberra)

Helpzone enquiries: **31,975** (Sydney) and **2,737** (Canberra)

Website visits: **1,539,633** (Sydney) and **24,777** (Canberra)

Website page views: **4,693,858** (Sydney) and **63,606** (Canberra)

Collection searches: **4,731,954** (Sydney and Canberra)

Online Exhibition views: **9,982** (3 exhibitions)

Social media reach: **333,168**

Expert on Demand consults: **5,904**

Engagement with faculty: **13,180** (Sydney) and **1,669** (Canberra)

Student engagement events: **270** (Sydney) and **81** (Canberra)

Student event attendance: **8,056** (Sydney) and **1,329** (Canberra)

Collection usage

Electronic: **19,613,573** (eJournal, eBook, other including streaming media)

Loans and renewals: **38,332** (Sydney) and **10,149** (Canberra)

Interlibrary loans: **11,913** (Sydney and Canberra)

Research

UNSWorks full text downloads: **551,896**

UNSWorks depositis: **4,443**

Research Data Management Plans: **1,081** (Sydney and Canberra)

Verified ORCID researchers in ROS: **6,365** (Sydney and Canberra)

Research consultations: **1,021**

Teaching and learning

Leganto course resources lists: **1,313** (Sydney) and **118** (Canberra)

Leganto citations: **45,787** (Sydney) and **6,159** (Canberra)

Leganto student usage: **4,644,873** (Sydney) and **848,216** (Canberra)

ELISE quiz completions: **16,113**

Educational Excellence

Scholarly Resources for Teaching Academics

In February the Library introduced the inaugural Scholarly Resources for Teaching event. This new Library initiative, held at the commencement of Terms 1 and 2, aims to promote and increase the use of scholarly resources in teaching and learning at UNSW. This was organised as part of our response to the change of currently subscribed collection resources following the consolidation of subscriptions for 2021 and is expected to be an ongoing event.

Over 590 teaching academics, professional staff, librarians, and vendors participated in 30x40 minutes sessions spread throughout the week. The sessions provided opportunities for vendors/publishers to demonstrate their products with a focus on teaching such as demonstrating how to integrate these resources into Moodle and Leganto.

The sessions were all recorded and have been made available for future viewing as well as providing useful reference tools for new staff. Feedback was extremely positive from academics and due to its success, the Library will expand the event in 2022 to include students.

Researcher workshops

The Library Researcher Workshops were rapidly revised for online, hybrid and self-paced delivery to meet the emerging needs of researching from home. The workshops were brought into alignment with the UNSW Library Publishing Strategy Guide, specifically targeting the content pillars: Plan, Publish, Promote & Assess. Sessions were well-attended with 219 attendees across 8 sessions, delivered to STEM and HASS researcher and research candidate cohorts.

"Thank you - great training material and session, and support. Most appreciated."
Researcher, Social Policy Research Centre

Library Bytes!

Library Bytes! were introduced to explore innovative ways to investigate and use the Library's rich collections, tools and systems. Inspired by hacky hour style events where technology and scholarly resources meet, sessions covered topics such as APIs for database searching, text data mining in journals and new ways to visualise extracted data.

The inaugural Library Bytes! session was held in April and featured an expert from the American Chemical Society, providing an update on SciFinder[n] and showcasing the API to explore reactions, substances and biosequences. Other popular sessions included information on Dimensions, Dryad and Google Scholar Profiles. A total of 90 HDRs and early career researchers attended sessions.

Re-engaging with our students

As the Library rapidly moved to online delivery, new ways of engaging with students and meeting their information needs were developed. The Library provided 194 presentations and workshops to 6,721 students and faculty, a 87% increase on 2020 numbers. In addition, the Library launched a newly developed Orientation and Transition Program, in collaboration with Academic Skills (PVCESE) which was attended by 1,335 students over 76 sessions.

The Library also answered 31,973 Help Zone enquiries, up 4% from 2020. This was across both our online and face to face channels as students began to return to campus. Outreach engaged with HDR candidates and academic staff across 6,126 interactions, up 5.5% from 2020.

Research Quality

Revised UNSW Open Access Policy

The UNSW Open Access policy was initially adopted in 2017. Since that time, the pace of change in scholarly publishing practices, publisher business models, funder requirements, and expectations about access to published research outputs has been considerable. In consultation with stakeholders, the Library led a consultative process to update the policy to reflect these changes, and to shift the balance in the rights that reside in published research outputs more in favour of researchers and the university.

The changes bring the University up to date with funder expectations in Australia and internationally and keeps pace with international initiatives including Plan-S in Europe and other moves globally to increase open access to research through a variety of models.

The Library is available to provide general guidance on these matters including in the publishing strategy guide, workshops and Masterclasses and research consultations.

The key changes in the revised policy include:

- Adopt a Creative Commons Attribution licence (CC-BY) for items deposited in UNSWorks, in line with requirements of a growing number of funders. This licence permits reuse in teaching, learning, and research.

- Update language that researchers can use to retain rights in their Author Accepted Manuscript by informing the journal at the time of submission or modifying a publishing agreement.

- Wherever possible, outputs should be deposited without delay or embargo, instead of up to 12 months.

- Encourage a broader range of research outputs to be deposited such as research reports and NTROs, in accordance with disciplinary expectations.

Major publisher journal negotiations

The Library reviewed all subscriptions, taking advantage of consolidations in the marketplace to ensure 2022 offerings best meet the research and teaching needs of UNSW. Additionally, the Library worked within the University allocation to be well placed at the end of the financial year to benefit from publisher discounting. This facilitated prudent acquisition of resources not purchased during the 2020 due to the financial impact of the pandemic on University resources.

The Library will pilot a number of Read and Publish deals with major scholarly publishers in 2022. These agreements, taken up with Springer Nature, Wiley, Brill, Future Science and CSIRO Publishing, bundle subscription costs to read and corresponding author costs to publish into one payment to the publisher. UNSW authors can then publish openly in journals within the agreement. The Library created a Transformative Agreement guide for researchers.

Annual Research Output Collection (AROC)

AROC is UNSW's internal process for collecting detailed, point-in-time data on research outputs produced by UNSW researchers. The information collected as a part of AROC is used as the basis to annually build a dataset for UNSW's Excellence in Research for Australia (ERA) submission, to populate a range of university systems and profiles, and for a range of internal reporting activities. AROC remains a critical component of publication tracking at UNSW. In recognition of the discipline-specific nature of publishing and research production, assessment of outputs is performed within Faculties, with UNSW Library facilitating the collection and providing training and support for the Research Output System (ROS).

This year 13,613 outputs were assessed University-wide and 10,431 traditional and non-traditional outputs were accepted as eligible, peer-reviewed (or equivalent), original research. The overall output continues to increase year on year. Fractions reflect the portion of an authorship list affiliated with UNSW. The reduction of the overall fraction alongside an increase in raw counts is attributable to the availability of higher quality affiliation data from third party data providers.

Rapid Acceptance System

For AROC 2020 which is conducted in 2021, the Library piloted the new *Rapid Acceptance* system solution to identify and bulk accept articles from high quality journals sourced from trusted data sources. Following a successful pilot of Rapid Acceptance functionality and streamlined, bulk data cleaning, the Library expanded automated assessment for future AROC rounds. In Q3 of 2021 the Library, in collaboration with RADAR, consulted with Associate Deans of Research and other stakeholders to review the AROC process and to set a tolerance level that balances the risk of false positives with the benefits of further reducing the burden on assessors and auditors for future AROC rounds and will aim to increase the percentage of outputs assessed using Rapid Acceptance particularly in ERA citation disciplines.

This year the Library ran rapid acceptance scripts on a monthly basis from the opening of the nominations period. This removed the bulk of repetitive, manual assessment from the early stages of AROC, enabling assessors to focus on a smaller list of edge case outputs. Messaging to researchers focussed on the importance of maintaining up to date Web of Science, Scopus and ORCID profiles and linking these to ROS to enable effective use of Rapid Acceptance.

Dimensions (Digital Science) became available as a data source for publications source during the collection. This source provides more accurate, person-level affiliation meta data enabling the Library to exclude articles that do not have at least one UNSW by-line. Work continues with faculties to identify additional ineligible output sub-types, such as letters and commentaries in some disciplines, that can be safely declined in bulk.

Supporting social impact and S2025+ through scholarly publishing

The Library played a leading role in driving momentum towards open access and advancing scholarly publishing for global impact. Updated Planning to Publish workshops provided guidance on rights retention to enable researchers to maximise the reach of their research. Targeted OA messaging encouraged researchers to deposit conference papers in UNSWorks and obtain DOIs for research reports to increase the discoverability of their research and reach new audiences beyond the academy for greater social impact.

The Library also continued its work with Open Access Australasia to advance the discussion on developing an Australian national strategy for open research. The theme for Open Access Week 2021 (25-31 October) was *It Matters How We Open Knowledge: Building Structural Equity*.

During Open Access Week UNSW Library hosted an online Library Bytes! session that covered what open access is and the tools the UNSW community can use to find and ethically access open scholarly content. UNSW Library also promoted Open Access Australia's festival of stimulating panels and topical presentations in keeping with the theme of Building Structural Equity.

DSpace go-live phase 1

HDR candidates were among the first to experience the new UNSWorks institutional open access research repository using DSpace7. The Library switched over to the new interface to submit theses and datasets in December. The research datasets collection and workflow was also switched over to the new repository. It will be necessary to maintain two interfaces to access UNSWorks until Phase 3 in 2022 when the remaining features will be migrated. See both the new UNSWorks using DSpace7 and the legacy UNSWorks using Fedora.
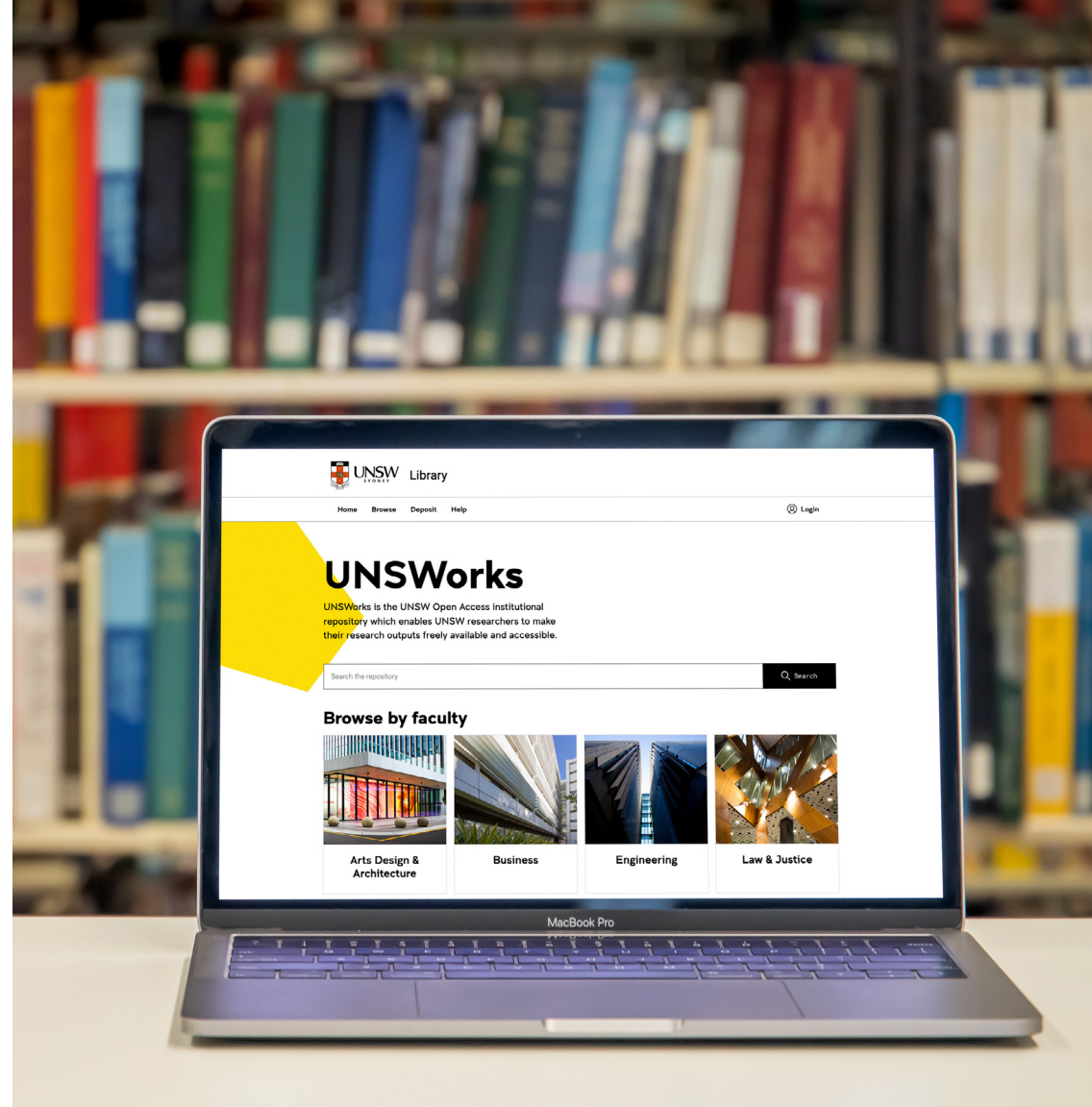
Top 5 UNSWorks downloaded items

- McCarty, Matthew, The Measurement of the Pressure Distribution over the Wing of an Aircraft in Flight (2008). Thesis **1,831**

- Hamper, Robin, Software bug bounties and the legal risks to security researchers (2020) **1,328**

- Levenkova, Natalya, Applications of Graph Theory to Real-world Networks (2014). Thesis **1,314**

- Nam, Gi-Moon. Class-library Management System for Object-oriented Programming (1993). Thesis **1,098**

- Al-Alosi, Heddel, Fantasy Crime: The Criminalisation of Fantasy Material Under Australia's Child Abuse Material (2017) Legislation **1,015**

ROS Version 6 upgrade

The Research Outputs System (ROS) was migrated to version 6 in September. The interface is completely overhauled and new features include:

- Reporting Hub for dashboards, data extracts and formatted reports
- More object privacy settings
- New notifications system
- FoR 2020 integration
- Article level metrics integrated via Dimensions

Exhibitions Program

Performing Sydney

The *Performing Sydney* exhibition was launched on Wednesday 14 April in the Main Library Exhibition Gallery with John McCallum providing the opening remarks. The exhibition mapped the story of theatres in Sydney over the last one hundred years. With story, data analysis and visualisation by Associate Professor Jonathan Bollen (School of Arts and Media), the exhibition drew on the AusStage database of live performance and theatre programs from the Wolanski collection of performing arts.

As part of the exhibition, an object-based learning workshop was held for students in the Performance and Media course. *Performing Sydney* won the ADSA Flinders University AusStage Prize 2021 for its contribution to re-conceptualising existing approaches to and accounts of theatre production.

"Wonderful contribution to our understanding of Sydney's cultural history!"
Exhibition visitor feedback survey, 14 April 2021

About Closed Doors: isolation and art

Curated by Master of Curating and Cultural Leadership students, *About Closed Doors: isolation and art* brought together artworks made by eleven UNSW students during the 2020 lockdown. The exhibition was initiated by Dr Rebecca Shanahan, (School of Art & Design) and launched in the Main Library on Thursday 17 June.

Online Exhibitions

The Library's Online Exhibitions were visited 9,982 times in 2021. *Mental Health and Me*, was launched on R U OK? Day, September 9. Hosted in collaboration with the Health Promotions Unit, it featured artworks by 26 UNSW students. An art prize of $1000 and a $500 community choice prize was awarded, with 290 UNSW students and staff voted in the community choice prize.

Peoples and Landscapes in Motion was launched on 26 October in an online event attended by 80 people. The exhibition showcased the work of four Australian artists exploring humanity and geography along the ancient Silk Roads from Iran, Afghanistan and the Xinjiang Uyghur Autonomous Region, China. The online exhibition has been visited 884 times.

UNSW Library Unstacked

In March, the Library launched a flagship public art commission *UNSW Library Unstacked*. This live data visualisation displays and interoperates usage of the UNSW Library collection in real-time, communication the scale, breadth and depth of library research activity that is otherwise invisible. *UNSW Library Unstacked* is on display at the entrance to the Main Library and viewable online on any device.

"It makes me feel like there is such a diverse range with so much going on. People are studying such incredible things, it's a hub of academic intelligence, I love it."
UNSW student, 4 March 2021

Student Experience

Study Hacks

The Orientation and Transition Program (OTP) was launched, following the successful pilot in 2020 of virtual drop-in sessions and introductory Library workshops for students. OTP Study Hacks are a series of online workshops and Library activities, designed to familiarise students with everything the Library has to offer and help them to develop key skills needed to succeed at UNSW. The Library collaborated with Academic Skills on a number of workshops.

Sessions included academic skills, studying online, effective note taking, treasure hunt, and databases and reached nearly 800 students.

At Canberra, Year One Familiarisation Training (YOFT) and Advanced Student Academic Program (ASAP) attracted 384 attendees.

"Great presenters, provided helpful insights and answered all questions well."
Enhancing your research with browser plugins

Exam support

The Library partnered with Student Minds to support students during exam time. While on campus, Student Minds volunteers were based in the Main Library Retreat Space, providing students with a space to relax in and get advice and support on coping with the stresses of exams such as having a healthy study break, developing study plans or sharing details of mental health support available. The Health Promotion team are keen to continue the service and are working on an adapted approach and future collaboration with the Library.

World Class Resources

Collection Development Strategy

The Library has worked hard over the last few years, in a budget restrained environment, to strengthen expertise in our stewardship of scholarly collections. To support this objective the Library developed a new Collection Development Strategy aligned to UNSW's Values in Action enabling the Library to position its scholarly collections and related services to explore innovative ways of researching, teaching and learning. These new services provide opportunities to extend support of non-traditional ways to use and interrogate our scholarly collections including text and data mining (TDM), immersive uses, and APIs.

DVCR funds to support resources for researchers

The UNSW Division of Research and Innovation provided UNSW Library an additional $500,000 to be spent on the purchase of scholarly research monographs to support all UNSW researchers and HDR candidates. The Library developed and promoted an equitable scheme to expend the funds across UNSW including UNSW Canberra ensuring that all researchers and HDR candidates were eligible to request print or eBooks for purchase.

Though successful, the funds were unable to be fully expended by requests alone so the Library also expended a proportion of the fund on eBook collections. A total of 424 monographs were purchased specifically requested by researchers or HDR candidates with an additional 2,556 monographs acquired as part of eBook collections.

Interlibrary loans

Worldwide library closures and delays in logistics networks continued to impact our interlibrary loan services. Print interlibrary loan services were not feasible during the campus shutdowns in early 2021 and then again from June to October. However, the provision of electronic journal articles and book chapters were largely unaffected and continued without interruption, with the number of electronic journal articles and chapters increasing from 2020.

During February to June staff returned to the Library and were able to offer print interlibrary loans services within our Australian and New Zealand network. An unmediated interlibrary loan pickup service for print books was introduced during this time to enable an improved client experience.

R1 Scan and Deliver service

The Scan and Deliver service commenced on 12 May from the new off-site storage facility at R1, Randwick Campus. The facility houses unique print journals from our collection and enables UNSW staff and students to request specific articles to be digitised and delivered to them electronically. Researchers can also book the reading desk at the facility if they need to consult multiple volumes. The Scan and Deliver service is available to our resource sharing network.

Library Master Plan

The Library, Estate Management and partners have completed a new Library Master Plan project for the Kensington Campus libraries. The purpose of this project was to determine the short-, medium- and long-term space needs for the Library and student and to guide strategic development in Library spaces. This will provide a strategic investment plan for Library spaces into the future, and plan for the rebalancing of Library spaces across the middle and lower campus. DesignInc was selected as the architects to lead the process as they have extensive experience at UNSW and also with libraries and education clients. Key stakeholder groups included the Library, PVCE, Student Services, ARC and Estate Management. A Discovery workshop explored some of the future drivers and disruptions for a "next-generation" library and considered the changing nature of universities and their students, and emerging trends in learning and research.

New Paddington Library

The build of the new Paddington Library & Nucleus: The Student Hub on ground and basement D Block Paddington commenced from in November. Design work was a collaboration between Estate Management, MCA Architects, Faculty ADA, Nucleus PVCESE, Arc and Library. The new space will feature 155 study seats in various designs, a combined Library & Nucleus help zone, group study rooms, High Use Collection (HUC) room, shared kitchen, staff spaces, collection areas and collection storage facility. The build was completed in March 2022. The Library is already working through the Paddington Art & Design print library collection to inform the move. Low use collection items will be stored in a new compactus in the basement. The faculty will be able to repurpose the old A block school heritage building.

Refreshed Library website project

The Library kicked-off a project, the central aspect of which is to migrate the current website to Adobe Experience Manger (AEM), UNSW's enterprise platform. It is anticipated that the result will be a refreshed and simplified Library website that offers our users an enhanced digital experience. A series of "discovery" activities and workshops were carried out to define the Library's requirements and establish the parameters for design, build and migration of the Library's website to the AEM platform. 2022 will see the commencement of the build and migration with anticipated completion by November 2022. There were 1.54m Library website visits and 4.7m page views in the year.

Our People

Library Minor Workplace Change

The 2021 Library Minor Workplace Change was implemented in September and prioritised efficiency in delivering library services. Three new departments bring like with like together to create strong intra-departmental synergies:

- **Information Services** combines Library Learning Services and Academic Engagement (Martin Borchert was Acting Director, September 2021 to December 2021, and Director is now Ben Conyers)

- **Scholarly Collections & Access** combines Electronic Resources Unit, Collection Development & Policy; Digitisation & Collection Access, and Special Collections & Exhibitions (Director is Megan Saville)

- **Research & Infrastructure** combines Scholarly Communication & Repositories; Digital Experience & Innovation; Library Spaces; Project Support; and Corporate including Planning and Development (Director is Fiona Bradley).
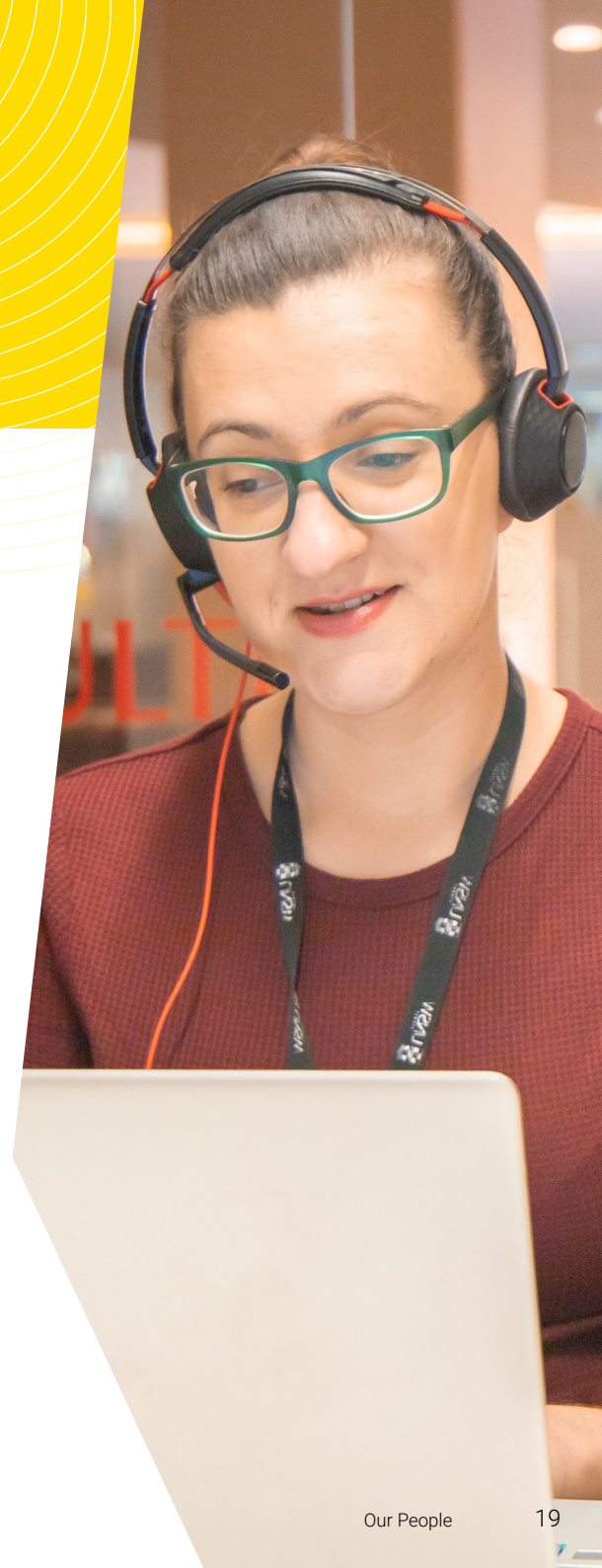
The Library has been undertaking a minor WPC every year in order to respond and adapt to change.

Director changes

This year we said goodbye to Hero Macdonald - Director, Learning Services, Digital Innovation and Library Experience who moved on to become University Librarian at Deakin University. Martin Borchert was Acting Director for much of the year. Following the Minor Workplace Change, and a merit based external recruitment and selection process, Ben Conyers was appointed in the role of Director, Information Services, commencing in January 2022.

Committee representation

The Library continues to expand its representation on university committees. Fiona Bradley joined the University Higher Degree Research Committee (UHDRC). The Library provides periodic papers to update committee members on library services, resources and facilities for HDR candidates and the Division of Research and Enterprise. Martin Borchert joined the University Academic Quality Committee (UAQC) so the Library can best respond to teaching education strategy and support teaching academics. Martin Borchert is also a member of University Research Committee (URC). The Library provides an annual report to each Faculty Board, which is attended and presented by a member of the Library Executive Team.

UNSW Library departure from CAVAL

CAVAL informed their members that UNSW Library would leave CAVAL at the end of 2021. UNSWL first joined CAVAL in 2005, and since that time has been an active participant in CAVAL governance, CARM shared collection, and our theses and some other collections have been stored in CARM non-shared for some years. In addition to collection services, we previously used Relais managed services for inter-library loans, and several staff had the opportunity to be part of committees including PDIG and CRIG, participate in CAVAL mentoring as mentors and mentees, and attend events. The Library evaluated all memberships and costs, including CAVAL. The University agreed to withdraw from CAVAL due to the ongoing budget reductions and other changes in how we utilise CAVAL services. We will now work with CAVAL to organise for our non-shared collection to be relocated to a new facility.

UNSW Library Service Catalogue

A public version of the UNSW Sydney Library Service Catalogue was added to the Library's website. The Library's services span learning, teaching, and research, spaces, digital and collections. Our core collection and inquiry services are available to all clients, while curricula and research services are tailored to the needs of our specific client groups. Our Service Catalogue outlines the expertise, resources, and activities on offer.

What's On

A new What's On page was created on the Library website for our community to view the Library's upcoming online and in person workshops, events and talks. Since its launch it has been viewed 1,158 times covering more than 40 topics, and registration.

Academic Newsletter

The Library issued its first termly Academic Newsletter in April. It features a range of service highlights and upcoming activities that are most relevant to staff engaged in teaching, learning, and research. Some of the topics covered include:

- The introduction of auto-claiming and auto-acceptance for AROC 2020
- Additional funding in 2021 to support collections for UNSW researchers and HDR candidates
- CSIRO Publishing and UNSW Library Transformative Agreement update
- The Library's Collection Development Strategy
- The Library's Exhibition Program

UNSW Canberra Academy Library

UNSW Canberra Academy Library staff worked across a hybrid model with on-site and online services. However, during the Canberra lockdown period (August 12 to October 15) all Library services were delivered online. Academy Library staff continued to provide high-level onsite and digital services support to all UNSW associated clients.

The Academy Library staff collaborated with UNSW Sydney Library colleagues on the 2021 Library Plan initiatives, including collection development, academic engagement, student experience and research services support.

The team facilitated the discovery of and access to an extensive range of shared UNSW Library resources to ensure that study, teaching, administration, and research needs of our various stakeholders were met. There were increases from the previous year in the frontline client services enquiries (+49.6%) and the liaison/research queries (+33%).

Upgrading and updating the physical spaces is a key priority for the Academy Library. Following survey and focus group feedback from students, the Library participated (as part of a broader Canberra-based student experience initiative) in a refurbishment planning and design development project aimed at improving accessibility and enhancing the appeal and functionality of the various study spaces of the Library's top floor (Level 2) in 2022.

Academy Library display commemorating the RAAF Centenary (March 31, 2021-2022)

Looking ahead to 2022

The new Library Executive Team is looking forward to the Library rebuilding connections with students, and welcoming new and returning students to the Library in 2022. We also look forward to working flexibly and returning to the office, to help rebuild a vibrant and welcoming campus.

The next iteration of the UNSW Library Plan will be a multiyear 2022-2025 plan, to mirror the completion of the University's S25 Plus Strategy Update. We will use this to direct our capacity and capabilities to support students, researchers and academic staff with distinctive and unique library services. There will be a continued focus on supporting the student experience.

2022+ Library Plan Initiatives:

1. Advancing access to research and sustainability scholarly publishing models
2. Complete implementation of UNSW's next-generation research infrastructure
3. Repositioning scholarly library collections and bringing physical collections into the digital space
4. Deliver leading practice in library services and collections that support teaching and learning
5. Increase coursework student engagement with library social and learning opportunities
6. Improve the HDR candidate experience
7. Support vibrant welcoming physical library spaces
8. Improve the digital Library experience
9. Support a strong organization, people and culture following a period of massive change

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S Y D N E Y

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