UNSW Library Annual Report
2022

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Image credit: Richard Freeman

Introduction from the University Librarian

I am very proud of the way our library professionals have innovated, collaborated and communicated to deliver quality library services. We have worked hard to provide our students with opportunities to benefit from a renewed sense of place and belonging with the return to campus.

A multi-year Library Plan was implemented to reaffirm the Library's support for the UNSW Strategy 2025.

An External Library Review panel was chaired by Caroline Williams, University Librarian at the University of Queensland and Chair of the Group of Eight Librarians. The panel commended the Library for its best practice work around the library student peer mentor service, the provision of scholarly resources (collections), open access publishing, Leganto course resource lists; research support services; faculty and school engagement; its client-focused staff and organisational culture; and in planning, support of strategy and reporting. Recommendations were made in support of the UNSW Indigenous Strategy, improvements to library study spaces, digital library infrastructure, scholarly collections, budget and a one library culture.

Supporting the student experience has been a major focus for the year. A new Library Student Peer Mentor Service was implemented and well received by students. A new Paddington Library and Nucleus: the Student Hub was delivered, and many improvements were made to student study spaces at the Main Library. A study desk occupancy system was installed at the Law Library. Work continues toward a Library Master Plan which at scale has the potential to transform the student experience on campus.

The DSpace7 implementation for the UNSWorks institutional open access repository was largely completed. Library services for higher degree research students were reviewed, giving direction for future system integrations and service improvements. Implementation of the Collection Maintenance Framework, approach to prescribed resources, our exhibitions program and numerous Read & Publish agreements, have improved client engagement with the scholarly collections. Flexible working has helped our people to support clients across four locations and our digital channels. Ben Conyers arrived as our new Director, Information Services.

Finally, I thank all library colleagues, and internal and external partners, for your collaborative approaches to achieving positive outcomes for our students, academics and researchers.

Martin Borchert
University Librarian

UNSW Library Plan 2022

The 2022+ UNSW Library Plan was developed using a co-creation process with all library staff, was framed around the UNSW 2025+ Strategy, and focused on nine development objectives.

Objective and response   Status

1 **Advancing access to research and sustainable scholarly publishing models.**

Rights retention messages were developed and delivered at meetings with university stakeholders and research leaders. A range of publisher agreements and infrastructure services are available.

2 **Complete implementation of UNSW's next-generation research infrastructure.**

Significant progress was made to refresh the UNSWorks institutional open access research repository using the Dspace7 repository solution.

3 **Improve the HDR candidate experience.**

HDR candidate services including infrastructure, guidance and workshops were reviewed. Recommendations were made for improving timing and promotion of activities.

4 **Deliver leading practice in Library services and collections that support teaching and learning.**

Processes and collections supporting teaching and learning were reviewed and improved. Leganto reading lists are replacing textbooks.

Extensive environmental scan and interviews undertaken across the university sector around library support for prescribed resources for students. Findings to be socialised with teaching academic community and guidelines developed.

5 **Increase coursework student engagement with library social and learning opportunities.**

The Library Student Peer Mentor Program pilot was launched in T3 with very positive feedback from students from across all faculties. The Orientation and Transition Program and Study Hacks programs were delivered.

Objective and response   Status

6   **Support vibrant, welcoming physical Library spaces.**   ○○●

The new Paddington Library & Nucleus: the Student Hub was delivered. Significant investment was made in new furniture at Main Library and the Academy Library Canberra. Findings from the Law Library sensor occupancy project are being used to improve our spaces. Several bids were made to improve Main and Law libraries. Planning for the Kensington Masterplan continued, with benefits and background documents framed.

We welcomed an increasing number of students back to campus.

7   **Repositioning scholarly library collections and bringing physical collections into the digital space.**   ○○●

Concepts were developed for an Object Based Learning program and for a Digital Lab. The Collection Maintenance Framework implementation plan for UNSW Sydney libraries is ahead of schedule.

8   **Improve the digital library experience.**   ○●○

A project to migrate the Library website to the university's Adobe Experience Manager platform continues, with Library search components delivered. The project is running behind schedule due to resource constraints elsewhere in the University.

9   **Support a strong organisation, people and culture following a period of massive change.**   ○○●

UNSW's Bringing Teams Together program was completed by Associate Directors, who will cascade the program to teams in 2023.

An External Review of the Library was completed and presented to staff who had the opportunity to contribute via survey and focus groups. The recommendations are being used for the 2023+ Library Plan and selected findings will be socialised with key stakeholders and committees across the University.

2022 in numbers

Usage of UNSW Library resources, services and facilities continues to be high. Reporting is inclusive of all library locations at UNSW Sydney and the Academy Library, Canberra unless where otherwise noted.

Information Services

Orientation and Transition program event attendees (Sydney)	**1,328**
Year One Familiarisation Training & Civilian orientation event attendees (Canberra)	**438**
ELISE module and quiz – student completions (Sydney)	**17,246**
ELISE module and quiz – student completions (Canberra)	**1,056**
ELISE completions as a percentage of commencing coursework students (Sydney)	**88.9%**
ELISE completions as a percentage of commencing coursework students (Canberra)	**75.0%**
Academic Engagements with faculty	**10,384**
Helpzone enquiries (all channels)	**34,651**
Library embedded workshops	**102 (3759 students)**

Scholarly Collections & Access

Digital collection usage	**22,389,169**
Leganto Lists (all teaching periods)	**1,576**
Student usage of Leganto	**3,541,153**
Top 5 Leganto courses by student usage (relative)	INTA3002 Interior Architecture Critical Perspectives 2 - T3 2022 **24,744 (231 per student)**
	ZHSS8409 Asia Pacific Security - 2022 S1 **16,835 (191 per student)**
	COMM5703 Social Impact Investment - T3 2022 **4,083 (186 per student)**
	LAWS8023 Commercial Contracts: T2A - T2 2022 **7,148 (170 per student)**
	SOCF5109 Family Inclusive Practice - T2 2022 **4,975 (166 per student)**

Electronic collection	**1,657,592**
Physical collection (monographs)	**1,005,015**
Physical collection (journal titles)	**13,402**
Total collection	**2,676,009**
Physical collection items relocated	**46,477**
Loans and renewals (physical)	**101,729**
Borrowing from other libraries	**7373**
Lending to other libraries	**7213**
Main Library Exhibition Space visitor satisfaction NPS / CX score	**NPS +53 / CX 8.1**

Research and Infrastructure

Visits	**1,179,861**
Verified ORCID IDs in ROS	**4,738**
Research Data Management Plans	**1,721**
UNSWorks full text downloads	**328,745**
AROC outputs (percentage) assessed using rapid acceptance	**62%**
Top 5 UNSWorks items by download — Hamper, Robin, "Software bug bounties and the legal risks to security researchers" Masters Thesis (2020)	**613**
Low, D and K Wilson, "Weight, the Normal Force and Newton's Third Law" Teaching Science 63(2) 17 (2017)	**528**
Vacariu, Gabriel, "Epistemologically different worlds," PhD Thesis (2007)	**465**
Baldry, E et al, "A Future Beyond the Wall: Improving Post-Release Employment ..." (UNSW Sydney, 2018)	**377**
McCarty, Matthew, "The measurement of the pressure distribution over the wing ..." Masters Thesis (2008)	**362**
Library Webpage Views	**2,886,564**
Library Website Visits	**2,242,383**
Library collection searches	**2,952,896**

Educational Excellence & Student Experience

Library Peer Mentor Service

The new Library Peer Mentor (LPM) Service was launched at Main Library in Term 3 and is designed to support predominantly first year undergraduate students as they transition to academic study. Following very positive feedback from students, the service will be scaled across times and locations from T1 2023.

"The mentor was very helpful and helped me throughout the whole problem without abandoning me midway" Undergraduate Science student

"Very patient in explaining to me all the resources available at my school. It made it easier to cope with my studies" Undergraduate Business student

"The mentors are extremely patient, and they provide brilliant ideas with my research and academic requirements" Undergraduate Engineering student

Study Hacks

Study Hacks is a series of workshops delivered in collaboration with PVCESE Student Success and designed to familiarise students with everything the Library and Academic Skills have to offer and to help students to develop key skills to succeed at UNSW. Sessions delivered as part of the program varied from 'Tips for studying online' through to 'Academic reading' and ending with 'Prepping for exams'. 114 events were offered and attended by 1,328 students.

"Wow – action packed 20 minutes. Thanks!"- Library 101

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

Orientation and Transition Program

The O-week booth on Kensington campus returned as part of the Orientation and Transition Program. In each of the three terms, the booth attracted over 1,500 students which resulted in over 2,000 students visiting the library to collect merchandise and find out about library services.

Curriculum Design

The Library embeds library learning activities into curricula with supporting assessment activities. Curriculum design with our Library workshops were run with teaching academics and educational developers to promote UNSW Sydney's Library Service Model for Curriculum Support. This resulted in 102 library workshops being provided into courses which were attended by 3759 students. These workshops provide point of need skills development to support assignment tasks.

"These presentations are so useful and the student feedback we get from these presentations about student performance is invaluable." Feedback received by the Library at the Science Teaching and Quality Committee.

"Thank you all – the presentations were very helpful! I will share links with the students" and follow up feedback from a student in the course: *"Good for student understanding how to use UNSW online library"* and *"this is so helpful and is exactly what I have been looking for"*. Feedback received by the Academic Engagement Business & Law team after delivering embedded library classes.

Research Quality

Supporting the transition to Open Access publishing

UNSW Library supports multiple global open infrastructure initiatives and contributes funds in recognition of their importance to progressing Open Access and usage by UNSW staff and students.

Financially sustaining open science infrastructure

UNSWL is a member of the Global Sustainability Coalition for Open Science Services (SCOSS) which advocates for financially sustaining open infrastructure. UNSW also continues to support AustLII which is a UTS-UNSW collaboration.

2022 NHMRC Open Access policy

The 2022 NHMRC Open Access policy was released on 20 September. UNSW's own institutional OA policy is already fully compatible with NHMRC's requirements. Library staff engaged with researchers to raise awareness of the requirements and support via rights retention guidance, copyright information, and UNSWorks.

Rights Retention Strategy

The UNSW Open Access Policy outlines the steps UNSW researchers must take to retain the right to publish and share their publications and includes a rights retention statement to use with publishers. The Library undertook a program of work to uplift understanding of rights retention, copyright and publisher embargoes to advance access to research and sustainable scholarly publishing models.

CAUL 2023 Draft Open Access Agreement Strategy and Agreement Principles

In April, CAUL Content Procurement released its draft 2023 strategy and principles for consortia member feedback. The Library provided comprehensive comments and suggestions on both the principles and the direction of continuing a strategy of pursuing 'Read & Publish' agreements as the preferred method to increase open access of articles.

Library Bytes!

Library Bytes! sessions for researchers and HDR candidates introduce tools and techniques in collaboration with key vendors and partner organisations. Sessions included:

- A Creative Commons licences workshop delivered by Vanessa Tuckfield representing Creative Commons Australia. This session focussed on Creative Commons Attribution (CC-BY), the required licence for UNSW Open Access policy, with the inclusion of case studies on reuse and impact.

- How to make your data available via the Dryad digital repository, with Dryad's Head of Community Engagement Sarah Lipincott. The presentation was held during Global Open Access week and focussed on how to deposit the underlying data of a paper to Dryad to manage requirements for peer review and publication.

- Insights into research impact, performance and how research compares to peers through SciVal.

Research Data publishing

The Library updated and launched a guide to data publishing. Data publishing, availability statements, and licensing alongside journal publishing are a requirement of a growing number of disciplines, journals and funders. The old ResData Dataset Publishing and DMP tool were decommissioned following the migration to the new ResToolkit service and DMPOnline planning tool.

ORCiD read-write functionality

From October, researchers and HDR candidates were able to turn on new functionality to push publications from ROS to ORCiD. The new ORCiD functionality works on an opt-in basis. After authentication, claimed publication metadata can be pushed from ROS to ORCiD, keeping both profiles up to date with less effort. This change saves researcher time and reduces potential errors from re-keying data.
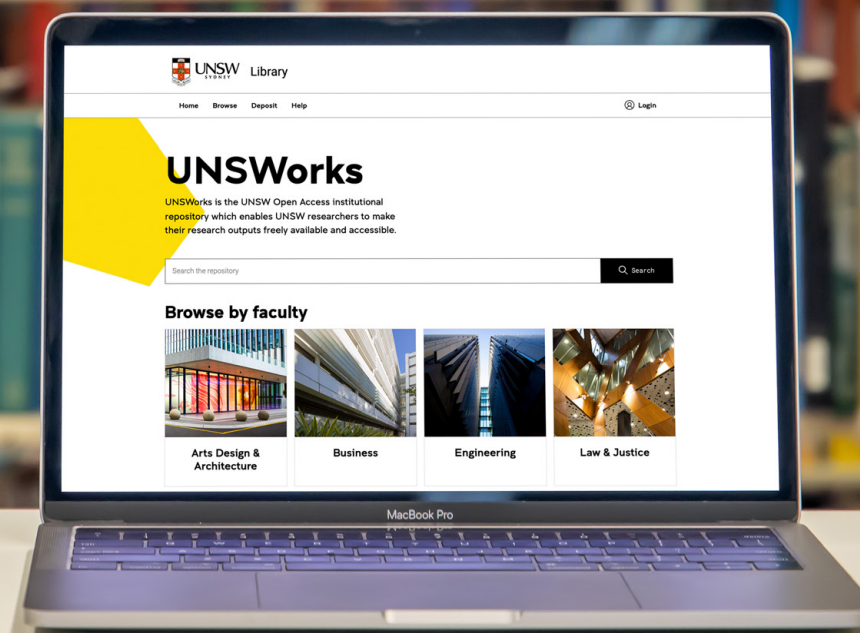
Digital Library enhancements

Improvements to digital library infrastructure included migration of legacy on-premises services to the cloud in collaboration with UNSWIT, enhancements to the Springshare suite to support query management and senior stakeholder engagement, and progress on migrating the Library's website from Drupal7 to the enterprise Adobe Experience Manager (AEM).

DSpace UNSWorks

The Library made considerable progress in implementing the DSpace7 cloud repository solution which will replace the existing Fedora on-premises platform for the UNSWorks open access institutional repository. When complete, the new UNSWorks will be a single institutional repository and discovery layer for publications and published research data. Over 12,000 existing digitised theses were migrated in March, integration with ORCiD and DataCite for dataset metadata was implemented, and basic usage statistics were made openly available. The final phase will be completed in early 2023 and includes integration between the Research Output System (ROS) and UNSWorks, migration of all other content from the old UNSWorks, and enhancements to usage statistics.

Annual Research Output Collection (AROC)

AROC is UNSW's key internal process for collecting detailed, point-in-time data on research outputs produced by UNSW researchers. The Library expanded the Rapid Acceptance process which is used to identify and bulk accept articles from high quality journals sourced from trusted data sources. Using a range of methods and enhanced scripts the library automatically assessed 10,533 publications, comprising 62% of all nominated outputs. This is a significant increase from the 35% of journal articles automatically assessed in the previous annual AROC round and represents a substantial reduction in manual work for Faculty assessors.

Library Spaces

New Paddington Library & Nucleus: the Student Hub

The new Paddington Library and Nucleus: Student Hub opened in March and provides a student-focussed space with 155 individual, quiet study, and collaboration seats, laptop loans, library collections, bookable meeting rooms with AV technology, Help Zone, kitchen, and air conditioning! Paddington's significant collection of art folios and books was relocated to the new space with the most used items on open shelves and the remainder on-site in a purpose-built basement compactus, available on request. Students and staff have provided positive feedback. The project was delivered by a panel of Estate Management; Faculty of Arts, Design & Architecture; Registrar and Student Services – Nucleus; Library and MCA Architects.

Law Library Desk Occupancy Pilot

An initiative for desk availability and occupancy was piloted at the Law Library. It is now more convenient to find an available desk. The availability of 270 study desks is displayed via a digital floorplan both within the library and on the Library website.

Furniture refresh

New collaborative, single study, and casual seating was installed throughout the Main Library. Emphasising flexibility, the new furnishings return the best locations with natural light to students. The Library will continue to acquire new furnishings to deliver a more consistent and contemporary design palette, and which will support students with different ways of working.

A mid-year furniture refresh at the Academy Library, UNSW Canberra revitalised the Library's top floor as a study, research and collaboration space.

Exhibitions Program

The Library ran another successful Exhibitions Program presenting four thought-provoking and engaging exhibitions throughout the year.

Where Are You From?

In April, the Library launched the *Where Are You From?* exhibition in collaboration with UNSW Equity, Diversity and Inclusion. Through personal stories of UNSW students and staff, the exhibition celebrated the diversity of the UNSW community and encouraged our students and staff to have important conversations about the complex relationship between nationality, ethnicity, and personal identity.

The Lawyers of the Uluru Statement

This exhibition in the UNSW Law Library celebrates the work of the delegates at the Regional Dialogues and Convention in 2016-2017, highlighting the complex exercise of legal reform that they were engaged in, and the support provided to them by Professor Megan Davis and the academics at the Indigenous Law Centre.

Image credit: Adrian Shek

Trophy Dreams

UNSW Library and UNSW Art Collection partnered with Studio A, Australia's leading art studio for artists living with intellectual disabilities to present *Trophy Dreams*, a multi-artform interactive experience that featured a new artwork specially commissioned for UNSW. The event was officially opened by Dr Shane Simpson AM, Chair of the Studio A Board.

!DO SOMETHING

!DO SOMETHING showcased the creative interventions and responses from students and staff of the Arts, Design and Architecture Faculty to the "wicked problem of climate change". Internationally renowned designer, Bruce Mau and Bisi Williams (Massive Change network) were special guests.

World Class Resources

Scholarly Publishing Agreements

The Library continued to support a variety of scholarly publishing models that aim to advance access to research, and which are sustainable and provide favourable terms for UNSW. These agreements were negotiated by the Library in conjunction with the Council of Australian University Librarians (CAUL) consortium, and directly with the institution.

Several 'Read & Publish' agreements commenced, including Springer Nature, Wiley, Company of Biologists and Brill. These agreements bundle subscription costs to read, and corresponding author costs to publish, into one payment to the publisher. They do not equate to free publishing and UNSW Library only enters into such agreements that are cost neutral and do not drive unintended publishing behaviours. Numerous new agreements were completed in time for commencement in January 2023 including Taylor & Francis, Elsevier ScienceDirect, SAGE, SPIE, Cold Spring Harbor Laboratory Press, Rockefeller University Press and IOP Publishing.

The Library created a straightforward Transformative Agreements guide for researchers with UNSW specific information for each agreement and how to comply with UNSW's new Open Access policy.

The Library also entered into agreements with EDP Science and Annual Reviews under a Subscribe to Open model (S2O) by which the Library's subscription payments go to support open access publication with no article processing charges for researchers. In 2023, these agreements will continue with expansion in included titles and a new agreement with Liverpool University Press.

Support for open access monograph publishing also expanded with UNSW increasing its support with publishers including MIT Press, Open Book Publishers, CEU Press and the SCOAP3 eBook initiative.

Print Collection Management

Following challenges faced in 2020 and 2021 due to the COVID -19 pandemic and lockdowns, the Library re-commenced its implementation of the Collection Maintenance Framework (CMF) at Main Library. The CMF implementation plan aligns with the 2022+ initiative to reposition scholarly library collections and bring physical collections into the digital space. As a multi-year project, it achieved significant milestones in 2022. Print collections on the open shelves have been reduced by 15%, which is ahead of schedule. In 2023 and 2024, low use collections will continue to be relocated either to the Library basement or offsite storage, both solutions having a retrieval service available.

Available space will be used to create more vibrant and safe study spaces for students.

Our People

Professional development

Library Associate Directors took part in the Bringing Teams Together program, led by UNSW Human Resources. Session topics included foundation, connection, purpose, confidence, wellbeing, and hybrid working. The program will cascade down to library teams in 2023.

Numerous library staff participated in CAUL professional development opportunities including CAUL Conference, Bold Minds in Leadership, and Content Procurement events.

UNSW Library staff joined staff from Western Sydney University, the University of Newcastle and the University of Wollongong for the first face to face gathering of the NUWL Alliance in three years. Staff presented at each of the sessions. Themes included communication, connection and engagement with our communities, Research Services, Open Access, and professional development.

Reward & Recognition

The Library recognises outstanding staff achievements annually in line with the UNSW Values in Action:

Excellence Award – Françoise Rodriguez and Jane Knowles (joint winners)

Innovation Award – Jane Campbell

Collaboration Award – Amit Dahal

Respect Award – Megan Van Wyk

Team Award – Next Generation Digital Repository (DSpace) team

Academy Library, UNSW Canberra at ADFA

At the start of the year, the Academy Library in Canberra introduced the Year One Familiarisation Training (YOFT) program for starting first year Training Officers and new military students enrolled in the Advanced Students Academic Programs.

Additional face-to-face and virtual orientation and support sessions were also run across the year to introduce the Academy Library's services, resources and tools to staff and military and civilian students. These included After-Hours Support Services that ran three evenings per week during each semester, the Long Night of Procrastination in partnership with Canberra's Learning and Teaching Group, and Researcher Week which provided HDR candidates and other interested individuals with specialist resources, services, tools and techniques to assist them with their research.

Library External Review

An external review of UNSW Library was sponsored by Professor Merlin Crossley (Deputy Vice-Chancellor Academic Quality) and Martin Borchert (University Librarian). The purpose of the 2022 UNSW Library Review was to identify the opportunities for renewal and to re-energise the Library in pursuit of UNSW strategic priorities. The review sought to examine the current state including strengths and weaknesses, and the opportunities and challenges for the future.

Caroline Williams, University Librarian at the University of Queensland and Chair of the Group of Eight Librarians, chaired the external (to library) panel of student, academic, professional, and library community stakeholders.

The scope included all UNSW Library locations, staff, services and facilities, and alignment with university strategy. Focus areas included an examination of managing change, staff, efficiency and effectiveness, strategic alignment, student experience, research support, collaboration and future focus. Multiple information sources were used in the review, including interviews, online surveys, environmental scans, and library documentation and service data. The output of the process was a comprehensive Review Report and set of summary slides.

The panel commended the Library for its best practice work including the library student peer mentor service, the provision of scholarly resources (collection), open access publishing, and Leganto course resource lists; research support services; engagement with faculties and schools; its client-focused staff and organisational culture; and in planning, support of strategy and reporting.

Recommendations were made in support of improving library spaces, digital library infrastructure, the UNSW Indigenous Strategy, and budget for scholarly collections and services.

Looking ahead to 2023

Image credit: UNSW Visual Content Team

Library Plan Initiatives

A planning day was held with the Library Leadership Forum to refresh the Library Plan for 2023 and onwards, pulling data from various sources, including the Library Review document. All library staff were consulted and contributed to the plan which includes an additional objective to formalise the Library's support for the UNSW Indigenous Strategy. The following ten objectives will be carried through to 2025 in support of the University's S25 plan. Updates to strategic objectives can be made along the way. The library's operational objectives are reported via the Service Catalogue.

1. Advance access to research and sustainable scholarly publishing models

2. Complete implementation of UNSW's next-generation research infrastructure

3. Deliver leading practice in Library services and collections that support teaching and learning

4. Increase coursework student engagement with library social and learning opportunities

5. Improve the HDR candidate experience

6. Support vibrant, welcoming physical Library spaces

7. Reposition scholarly library collections and bring physical collections into the digital space

8. Improve the digital library experience

9. Support a strong organisation, people and culture following a period of massive change

10. Support the UNSW Indigenous Strategy

Martin Borchert

University Librarian

m.borchert@unsw.edu.au

Megan Saville

Director, Scholarly
Collections and Access

m.saville@unsw.edu.au

Fiona Bradley

Director, Research and
Infrastructure

f.bradley@unsw.edu.au

Ben Conyers

Director, Information
Services

b.conyers@unsw.edu.au

Annette McGuiness

Library Manager,
UNSW Canberra

a.mcguiness@unsw.edu.au

UNSW
SYDNEY