



2024+



UNSW Library Plan

Our 2024 Strategic Priorities

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- > Progressing access to research and sustainable scholarly publishing
- > Repositioning scholarly library collections and connecting unique library values with the digital space

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Message from the Director & University Librarian

This UNSW Library 2024+ Plan is the third year in the Library's multi-year efforts to support the UNSW 2025 Strategy through its final years.

The Library has achieved very significant progress to date against its initiatives. These are multi-year, complex objectives designed to deliver continuous improvements and transformational changes at scale.

We will continue to improve our support for achieving equitable access to and high impact of UNSW research via our research infrastructure and open access publishing agreements. We will continue to focus on building a sense of belonging and a great student experience via our learning and teaching services, resources and spaces. We will continue to build upon - the skills and expertise of our people, and our organisational culture, to innovate and deliver contemporary library services in partnership with faculties and divisions. We will achieve all this by harnessing our operational resources, aligned with our [UNSW Library vision, mission and values](#).

I would like to thank every library colleague for your contributions to the development of this plan, and then thank you again for your provision of excellent library services that make a real difference. Finally, I would like to thank every student, staff and external stakeholder for engaging and working with us. I hope you enjoy using the library and everything it offers. I would love to hear from you.

Martin Borchert
University Librarian





Academic Excellence

Theme 01 : Research Quality

Library initiative

Enhance UNSW's next-generation research infrastructure.

Challenge and opportunity

Following the implementation of DSpace7 as the new repository platform for UNSWorks, the UNSW institutional open access research repository, the Library will engage with researchers to achieve an increased level of open access to UNSW research outputs, and for equity and impact.

The Library will evolve its PID (persistent identifier) strategy for people, outputs, and other artifacts associated with the research process in line with national and international expectations to enhance the global connectedness of our systems and content, and to drive discovery and impact. Reporting capabilities spanning societal impact, publications, and adoption of open research practices will be further developed.

Response

- Deliver a program of workshops, events and communications to increase UNSW researcher awareness of the benefits of the UNSWorks institutional repository and related infrastructures, for the purpose of increasing equity, open access and impact
- Design and deliver business cases for further enhancements to UNSWorks and other research infrastructures, including a strategy for persistent identifiers including ORCID to link outputs across the scholarly record

Measures of success

1. Increased researcher engagement with UNSWorks via deposit and download of appropriate version of UNSW research outputs.
2. Strategies developed to increase verified ORCID profiles and adoption of other persistent identifiers for published outputs and artifacts
3. Contributions made to UNSW's societal impact initiatives
4. Increased capacity to harvest outputs authored by UNSW researchers to UNSWorks

Theme 01 : Research Quality

Library initiative

Progressing access to research and sustainable scholarly publishing.

Challenge and opportunity

UNSW Library is leading in delivering strategies and services for transitioning to a scholarly publishing ecosystem that is sustainable and ethical. By removing barriers to accessing the University's knowledge and discoveries, the university elevates UNSW's aspirations in societal impact and its global reach.

Leveraging our sector leading knowledge and experience, the Library will deliver an Open Access strategy which guides the diverse and sustainable approaches to achieving open access to research. The strategy will be used as a tool to assist UNSW researchers to make effective and sustainable choices on the use of non-commercial and commercial research output channels.

The Library will continue to advance UNSW's position on research quality and will respond to macro-environmental changes, including the impact of generative AI on knowledge resources. The Library will also broaden its support of open infrastructure.

Response

- Consult, develop and deliver a UNSW strategy for increasing equity and impact of UNSW research via open access to research
- Build understanding around the options and alternative pathways to achieving open access
- Expand workshop offerings to include regular Open Access Publishing Agreement Q&A sessions for UNSW researchers
- Improve discoverability and information on UNSW Library's Open Access Publishing Agreement guide
- Review UNSW Library's Collection Development Strategy in response to publisher business practices around repackaging open content
- Develop strategy around UNSW Library's commitment to financially supporting open infrastructure in support of research quality, SDGs and societal impact
- Influence the development of the CAUL strategy for open access publishing agreements

Measures of success

1. An Open Access strategy is developed to support the UNSW Open Access Policy
2. Number of OA Publishing sessions and researchers supported
3. Increase in usage of Open Access Publishing Agreement guide
4. UNSW Library's Collection Development strategy updated
5. Financially sustainable approach to supporting open access

Theme 01 : Research Quality

Library initiative

Repositioning scholarly library collections and connecting unique library values with the digital space.

Challenge and opportunity

In an era of abundant access to information, critical societal challenges such as data privacy, generative artificial intelligence and misinformation erode trust around the use, creation and dissemination of knowledge. Longstanding roles in providing access to quality information, developing information skills, information synthesis means that the Library is also acutely aware of threats to the information environment that can be amplified by these new tools and technologies.

By repositioning our scholarly collections in the digital space, UNSW Library will be in the unique position to advance these key societal challenges, and cultivate dynamic learning experiences. UNSW students and staff will have the opportunity to explore scholarly content interactively, and make trusted connections with knowledge - its discovery, interpretation and creation. To further enhance engagement with scholarly content, the Library will migrate additional legacy physical collections to digital platforms and formats.

Response

- Progress the Object-Based Learning (OBL) program to build unique student learning opportunities focussed on critical university and targeted object-based skills development
- Progress implementation of stage 3 of the Collection Maintenance Framework (CMF) and review the upgraded on-site storage facility to optimise space utilisation
- Expand opportunities to bring our exhibition program including video art to UNSW hubs and other strategic partner locations
- Explore strategic opportunities to build UNSW Library special collections with a focus on our research strengths
- Progress a digital knowledge lab aligned with core library values to cultivate learning opportunities that support student and public engagement with the ethical use of information in a world with AI

Measures of success

1. An OBL program is delivered in line with the OBL framework and reviewed
2. Stage 3 of CMF delivered on schedule and moved into BAU
3. Number of travelling Exhibitions delivered off Kensington campus
4. UNSW Library's Digital Knowledge Lab is developed and launched



Academic Excellence

Theme 03 : Student Experience

Library initiative

Increase student engagement with library services and learning opportunities that support student wellbeing and the attainment of graduate attributes.

Challenge and opportunity

UNSW Library is committed to fostering the growth and success of every student, from first-year undergraduates to those about to graduate, across all campuses—both onsite and online. Given the scale of UNSW, achieving this goal for each individual student necessitates a reimagining of the traditional model for providing library services, training, and collections.

Engaged students are not only more likely to achieve academic success but also to have better wellbeing overall. The Library plays a pivotal role in supporting student engagement through delivering library services, events and activities which strengthen wellbeing, connection and belonging. In doing this the Library also connects students to key Library services and resources, and enhances student’s critical thinking, research and study skills.

Response

- Continue to develop the Library Peer Mentor program and expand student focused in-Library programming
- Partner with Student focused units, and groups across the University to further enhance in-Library student support
- Promote the in-library student experience through the activation of library spaces
- Collaborate with PVCSE to integrate ELISE into the new student online onboarding environment
- Establish a UNSW Library presence at the UNSW Canberra City campus in 2024
- Streamline the Library digital enquiry channels to make it easier for students to connect to the right Library service or expertise

Measures of success

1. Increased student engagement with the Library Peer Mentor program
2. Increased student engagement with in-library events and workshops
3. A measurable increase in the proportion of first year students engaged in In-Library Information and Digital Literacy development
4. Growth in partnerships to deliver joint programming with groups including faculties, Arc and other student focused units across the University
5. Development of a new and improved version of ELISE focused on teaching foundation level Information and Digital Literacy skills
6. Improvement in student satisfaction with Library Enquiry channels

Academic Excellence

Theme 02 : Educational Excellence

Library initiative

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

Challenge and opportunity

UNSW Library plays a central role in supporting teaching and the educational aspirations of UNSW. Over the past few years, the Library has focussed on advocating and negotiating barrier free access to essential course resources for academics to use in their teaching and to support our students and their studies. While there is still more advocacy work to do at the national level, our efforts now shift to delivering tangible benefits.

New opportunities exist for the Library to realign its collaborations with Faculties and to strategically and systematically embed its library services and support into courses. Our targeted approach will see us focus on core first year courses to maximise engagement. Through this engagement the Library will build student digital and information literacy skills. We will also adapt Library services in response to the evolving AI landscape.

Response

- Partner with Faculties and Schools to systematically and strategically embed library services and support within core first year coursework programs
- Develop a Library Teaching, Learning and Digital Framework
- Adapt Library learning and teaching services in response to the evolving AI landscape
- Promote the Prescribed Resources Guidelines with teaching academics and the use of resources with barrier free access in their teaching
- Continue to work with major publishers and CAUL to advance eTextbook models that maximise student access to essential course resources

Measures of success

1. Increase in number of core first year courses with embedded library services and support
2. Number of workshops and sessions supporting teaching academics and students use of AI
3. Increase in number of courses and students benefiting from improved access to course resources
4. Percentage of prescribed resources with restricted access in first year courses $\leq 10\%$ and decreasing year on year





Academic Excellence

Theme 03 : Student Experience

Library initiative

Innovate vibrant, welcoming physical Library spaces.

Challenge and opportunity

Libraries are places for knowledge discovery and knowledge creation. UNSW Library has made investments in new furniture, technology, and pilot spaces to improve the student experience and utilisation of casual, collaborative, and individual study spaces. Increasingly, we encourage students to make Library spaces their own – more flexible and suited to current learning needs.

This year, the Library will focus on improving services and seats within our physical spaces, with projects that improve how students and staff engage with Library services in person and online. We will incorporate these improvements and learning to progress additional investments for the Kensington campus libraries and broader University strategies on Future Campus.

Response

- Secure business case for student spaces improvements with Estate Management and progress the Kensington Library Masterplan based on student voice, data, and sectoral research
- Continue to improve existing spaces through iterative developments, pilots, and targeted upgrades to create better individual, collaborative, and social seating options

Measures of success

1. Improve access to Library services in high-traffic spaces to improve engagement with programs, events, and advice
2. Analysis of space utilisation incorporating gate counters, desk occupancy, room bookings and targeted user experience research across all Library locations

Enablers

Support our services, systems and processes

Library initiative

Progress the digital Library experience.

Challenge and opportunity

The Library's digital presence is the primary way in which most staff and students use Library resources and services.

Following migration to the Adobe Experience Manager platform in 2023, the Library will review and improve its website structure, content and channels, so clients can easily access information and services. The project will be informed by student and staff voice, and user experience research. The Library continually reviews and improves access to knowledge, collections, and unique resources.

Response

- The Library will consult students and other stakeholder groups on web architecture and content
- Revised web architecture and content and service channels will be progressively developed and released throughout the year

Measures of success

1. Stakeholder engagement in website process
2. Digital presence engagement and findability of relevant content
3. A post implementation review is conducted with students and other stakeholders





UNSW

Support our services, systems and processes

Library initiative

Support a strong organisation, people and culture.

Challenge and opportunity

UNSW Library supports its people to develop leadership capabilities, build skills to deliver the Library plan and services, and to foster a culture of trust, inclusion, belonging, collaboration and a strong client focus and service culture. The Canberra alignment strategy will continue to identify opportunities for collaboration across campus locations, including the establishment of operations at Canberra City Campus.

Coordinated opportunities for induction, information sharing, ideation and innovation will be enhanced for all staff.

Response

- The Library will provide a range of social and organisational events for staff
- The Library will identify opportunities for library staff to build trust and a sense of community
- The Library will identify opportunities for library staff to apply their expertise and service culture in collaborations within the library and across the university
- The Library will continue to work with Estate Management and People & Culture on reviewing library staff workspaces

Measures of success

1. Library staff engage with a range of social and organisational events to help foster a one-library culture
2. Library staff engage with and benefit from a diverse program of internal and external professional development opportunities
3. Library staff expertise and service culture is utilised in collaborations to achieve positive outcomes

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