The Library: your partner in knowledge creation through knowledge discovery and dissemination.
The transformation of our Library spaces has begun. We implemented the “You talked. We listened” campaign to capture the student voice on requirements for next generation library learning spaces.

A YEAR IN REVIEW

2017 was a very exciting time for the Library as we began repositioning our organisation to better respond to and support the university’s 2025 Strategy through the provision of our learning, teaching and research services, collections, facilities and expertise.

Our flagship learning and teaching services were greatly improved with the ELISE online induction module for commencing students being upgraded with the use of Smart Sparrow technology, and our course readings service being transformed by the implementation of the Leganto course readings management system.

Major initiatives supporting the university’s research programs included the launch of the UNSW Open Access Policy, improvements to the Research Output System (ROS), implementation of the Annual Research Output Collection (AROC) and improvements to our UNSWorks institutional repository for research outputs.

Our collections are world class and we continue to support our students and academic staff working as digital scholars. We procured strategic resources, increasing the range of ebooks and began a large-scale project to assess, reduce and relocate a significant proportion of our historical print collections, in consultation with faculties.

The transformation of our Library spaces has begun. We implemented the “You talked. We listened” campaign to capture the student voice on requirements for next generation library learning spaces. Library staff were relocated from Level 2 to Level 5 Main Library and we delivered a new student lounge offering 300 additional high-quality study spaces, kitchenette and presentation wall. Our new Exhibitions Space also went live on Level 5 with the launch of the “Tip of the Iceberg” exhibition of selected works from the UNSW Art Collection.

Change is a given and we implemented a minor workplace change plan to ensure our organisation keeps up with the demands of the university and higher education and we forged much closer ties with our colleagues at the Academy Library, UNSW Canberra.

We received many visitors throughout the year and it was our pleasure to host a visit from Dr Raphael Aregu, University Librarian at Gulu University, Uganda, with whom we planned our partnership and five-year plan of activities.

Lastly, we said goodbye and gave our best wishes to Sarah Fredline, Deputy University Librarian who relocated to Bond University to take up the University Librarian role there.

It has been a pleasure to work with so many expert and dedicated library, university and external colleagues throughout the year. It has been amazing to see all the ways in which the Library has made a real difference to the study, work and lives of our wonderful students, teachers and researchers here at UNSW Sydney.

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2017 was another busy year for enquiries, with over 81,000 at UNSW Library’s three Help Zones, at Main, Law and Paddington. There were also 5,000 phone enquiries and 2,100 online enquiries received.

UNSW Library has established an Exhibitions Program with the centre point being our newly unveiled Exhibitions Space on Level 5 of the Main Library. In this dedicated gallery space, UNSW Library will collaborate with faculties to present a diverse program of exhibitions that showcase creative research outputs and uncover University collections.

The external student lounge located at the entrance to the Main Library continued to be very popular with students at all times of day and night, with over 35,000 visits outside of Library opening hours. Throughout the year UNSW Library continued to plan for the opening of all of Level 2 of the Main Library as 24 x 7 space in early 2018.

Commencing UNSW students successfully completed the ELISE quiz in 2017.

Enquiries
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New exhibition space
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24/7 spaces
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ELISE: Introducing new students to studying at UNSW

ELISE is the online induction module and quiz undertaken by all commencing UNSW undergraduate and postgraduate coursework students. In response to the ELISE feedback survey, 94% of students agreed that the ELISE quiz was sufficient as an introduction to the study skills they thought they would need for university. The median completion time for ELISE quiz was 44 minutes for undergraduate students and 54 minutes for postgraduates. The ELISE quiz was highlighted in the 2025 Strategy in Action 2015-2017 publication under “Educational excellence – Learning communities”.

Designing Digital Teaching and Learning Objects

Digital teaching and learning objects (DTLOs) have been created as part of our integrated model of support for curriculum design and delivery designed to support students’ learning at their point of need. New DTLOs were developed to explain the concept of citation chaining, faculty-specific videos on breaking down your assessment question, and a search health check.

Easy and engaging course resource management: Leganto

The Library rolled out Leganto, our new course resource management system for academic and teaching staff. Using Leganto, teaching staff have been enabled to intuitively create course resources lists providing students seamless access to any relevant resource via myUNSW. Over 1,000 UNSW Moodle courses and over 100,000 students accessed resources lists in 2017.

“ELISE is extremely useful as a source of relevant rules and definitions to guide my study and assignments.

It [Leganto] has been beneficial and easy to use. When I’m looking through literature or doing some research and come across an article that I think will be great for the courses I’m teaching, I’m able to add it to Leganto with a click.”
Research quality highlights

Expanding the reach of collecting UNSW research: AROC

Annual Research Outputs Collection (AROC) was broadened in 2017 to include non-traditional research outputs (NTROs). UNSW Library administers AROC through the Research Output System (ROS). 2017 enhancements to ROS saw a significant increase in researcher identifiers, enabling more accurate, automated claiming of publications.

Increasing access to UNSW research: UNSWorks

Almost 4,000 new UNSW scholarly outputs - including articles, conference papers, and non-traditional research outputs - were added to UNSWorks, the university’s open access institutional archive.

Making UNSW researchers more visible: ORCID

An ORCID iD is a unique, persistent author name identifier and is an essential piece of digital infrastructure for connecting researchers, grants, publications and other research activities on a global scale. An ORCID iD enables UNSW researchers to be instantly identifiable and connected with all their research outputs.

Unlocking UNSW research: Open Access

UNSW’s Open Access policy took effect in June 2017 and requires researchers to deposit the author’s final manuscript version of their refereed journal articles, refereed conference papers, and digital theses in UNSWorks.

Open Access Week in October was led by the Library. Promotions were run with giveaways of open access merchandise, YouTube videos of recognised UNSW champions were created, and a new Open Access guide was launched.

The Annual Research Outputs Collection (AROC) is the University’s internal process for collecting detailed, high-quality information on research outputs produced by UNSW researchers. Data collected informs Council KPIs, faculty scorecards and internal funding allocations as well as the core dataset for the Excellence in Research for Australia (ERA) publications return.

Non-traditional outputs:
Comparison by type
2016-2017

Connecting researchers to information and skills: Research consultations

Personalised research consultations for individuals or small groups are prepared by subject specialist librarians to provide guidance on relevant information resources, search strategies, information management, and scholarly practices.
World class resources

Providing one of Australia’s most well rounded academic collections

The UNSW Library print collection is of national significance, comprising over 3 million print items that generated 150,000 loans in 2017. In response to our client’s evolving information needs and the rapidly changing publishing environments, the Library now procures 99% of scholarly resources in digital format. The Library continues to advocate to publishers on behalf of the UNSW community for more flexible and seamless access to resources for higher education.

Newly acquired resources

• All Springer ebooks published from 2005-2017
• Video collections on architecture, engineering, chemistry, physics, medicine, anatomy, Shakespeare, theatre and Asian studies
• Oxford University Press law resources, digitised historical collections, constitutional law resources, additional United Kingdom content and trade law publications
• SciFinder® - enabling access to all Chemical Abstracts databases
• Databases of digitised historical documents covering migration (including to Australia), international trade, political movements, classical music, foreign public policy, and medical services in war time
• Electronic versions of the Sydney Morning Herald, Australian Financial Review, Times Higher Education, and Times Literary Supplement

“While being a digital-first library, the UNSW Library recognizes the unique value our print collections bring to research, teaching and learning as well as preserving the record of scholarly work not only at UNSW but for the whole of Australia.”
Reimagining contemporary library spaces to inspire

UNSW Library established an Exhibitions Program with the centre point being our newly unveiled Exhibitions Space on Level 5 of the Main Library. In this dedicated gallery space, UNSW Library aims to collaborate with faculties to present a diverse program of exhibitions which showcases creative research outputs and uncover University collections.

In late 2017 construction work began on a new 24/7 multi-purpose student study space that would provide an additional 300 seats, additional group study rooms and a kitchenette. This was achieved through the staff relocation from the level 2 space.

“I was able to achieve everything today. It’s very comfortable, no distractions.

The environment here is more study-focused. Productivity is much higher than if I study at home.

I did group work today, nice place to meet and finish the project.”
O-Week
UNSW Library was a major sponsor of the O-Week and Welcome Back Day events run by Arc Student Life during Semester 1 and Semester 2. The Library staffed a marquee booth on the University Walk each day. Backed by giveaways of branded water bottles and coffee cups, Library staff engaged with approximately 4,000 undergraduate and postgraduate students on support services for their learning and research.

Great Book Swap
UNSW Library, in conjunction with Nura Gili, held a Great Book Swap in September 2017. The Library received many generous book donations and raised over $800 to support the Indigenous Literacy Foundation to improve literacy levels in remote communities.

The event was well received by the UNSW community and provided an opportunity to raise awareness of Nura Gili and the great services they provide.

Silent Disco
The Library hosted a Silent Disco in the Main Library for Stress Less Week (9-11 May 2017) in association with Arc Student Life. The pop-up event successfully engaged students during the exam/study period, with over 200 headsets distributed to students. Based on using the Pomodoro study technique, students with headsets listened to relaxing music and were encouraged to get up and dance at regular intervals. At least 400 interactions were also recorded with participants.

In December 2017 the Library unveiled a new Exhibitions Space on Level 5 of the Main Library. In this space the Library will host a diverse program of exhibitions and events that showcase UNSW creative research outputs and uncover the University’s special collections.

The Library’s inaugural exhibition Tip of the Iceberg: Works from the UNSW Art Collection brought together more than thirty paintings, drawings, prints and sculptures by leading Australian artists. The exhibition included paintings by Indigenous artists Jarinyanu David Downs and George Liwukang Bukurlatjpi, together with works by Howard Arkley, Aida Tomescu, Peter Booth, Barbara Hanrahan and John Olsen. The exhibition reflected the strengths of the University’s holdings of Australian art from the 1980s and 1990s and juxtaposed works in a variety of styles, from the exuberant gestural abstraction of Kevin Connor’s Morning sky, Pyrmont to the elegant stylized figuration of Guan Wei’s Test tube babies series.

Tip of the Iceberg was curated by Elena Taylor, Senior Curator, UNSW Art Collection. She explains the significance of the collection and some of the works of art featured in this short video.

"Art has a vital role within University life. It can start conversations around issues such as social justice, promote cultural diversity and understanding, and of course foster creativity and innovation."
Appreciating and acknowledging excellence

Mid-year Reward and Recognition winners:

- Customer Service Award - **Jane Campbell**
- Guru Award - **Juan Peirano**
- Role Model Award - **Kim Taylor**

End of year Reward and Recognition winners:

- Consistent Performer Award - **Judy Haywood**
- Innovation and Creativity Award - **Tanya Holm**
- Role Model Award - **Kim Taylor**
- Above and Beyond Award - **Derek Chen**

Conference presentations

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<tr>
<th>Name</th>
<th>Paper / Conference presentation</th>
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<tr>
<td>Robyn Drummond</td>
<td>Presented at the OCLC Asia Pacific Regional Council Meeting, 29 Nov 2017 in Tokyo – Presented “Re-inventing Library Spaces at UNSW Library” with Sarah Fredline.</td>
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- Sue Harmer
  - Digital Library Services
  - Department, Library Application Support Unit
  - Participated in ELUNA 2017 panel, Front-line Leganto implementation stories; Learning from those that have made the journey.
  - Presented at ELUNA 2017: Leganto: using analytics to inform understanding of data and user behaviour
  - Presented at IFLUL 2017: Leganto: using analytics to inform understanding of data and user behaviour
  - Leganto at large: institutional experiences in implementing Leganto and meeting future reading list needs

- Daniel Bangert
  - University Librarian’s Department, Scholarly Communications
  - Panel session presented at FORCE2017 Research Communication and e-Scholarship Conference, Libraries collaborating to advance open initiatives.
  - Presentation at Open Repositories 2017, Brisbane, Moving data around: Integrating repositories with research workflows for curating and publishing data (presented by Maude Frances).

- Alison Neil
  - Digital Library Services
  - Department, Electronic Resources Unit
  - GOBI Workflow Solutions Roadshow 2017, “Using GOBI – a case study”, presentation at the Roadshow held in the following cities: Wellington, Auckland; Melbourne; Adelaide; Perth; Brisbane and Sydney.
  - ANZREG 2017 Conference, “Alma-D (don’t forget Alma-C)”

- Baichen Zhao
  - Central Services Department, Physical Resources
Visitors

Open Access Week Visitors
We celebrated Open Access Week with visits and presentations by Prof David de Roure, Director of the Oxford University eResearch Centre; Heather Joseph, Executive Director SPARC (U.S.) and Dr Virginia Barbour, Director, Australasian Open Access Strategy Group (AOASG). For each visit we invited colleagues from neighbouring universities and also our NUW Alliance colleagues from the University of Newcastle and the University of Wollongong.

Prof Schubert Foo, Nanyang Technological University
We welcomed Prof Shubert Foo, Deputy Associate Provost (Information and Knowledge) and team from Nanyang Technological University Library, Singapore to share information on library service design and provision.

Susan Ashworth and William Nixon, University of Glasgow
We welcomed Susan Ashworth, University Librarian and William Nixon, Assistant Director Digital Strategy at the University of Glasgow and discussed strategies, organisational structures, research assessment exercises and learning spaces during their visit.

Michael Levine-Clark, University of Denver
We welcomed Michael Levine-Cleark, Dean, University Libraries and Anderson Academic Commons to UNSW Library where we shared information on service development and provision and learning spaces.

Dr Raphael Aregu, Gulu University
We welcomed Dr Raphael Aregu, University Librarian and Director Information Technology Services, Gulu University, Uganda, for a two-week visit in September, as part of the Gulu University – UNSW collaborations. We shared information on learning, teaching and research support, collections development and access, digital innovation and corporate services, and developed a five-year plan collaboration plan.

Cecelia Petersson and Linda Vidlund, Uppsala University
We welcomed Cecelia Petersson, Head of Humanities and Linda Vidlund, Head of Science and Technology, from Uppsala University Libraries and shared information about research support services, including research data management and library learning spaces.

Sue Roberts, University of Auckland
We welcomed Sue Roberts, University Librarian, University of Auckland, for a day of sharing information on strategy, organisational structure, and digital innovation.

Andy Priestner
Andy Priestner delivered a full day UXLibs workshop to a large number of our library staff.
Looking Ahead to 2018

Next-Generation Digital Repositories project
The Next-Generation Digital Repositories project will procure new infrastructures for research outputs (including NTROs), published research datasets, digitised collections and support ERA. The Library is working with key stakeholders from across the University to gather requirements and ensure that the next-generation infrastructure supports the changing requirements of diverse research communities.

Library spaces
In early 2018, UNSW Library will launch brand new study spaces, including a variety of group and individual study options, kitchenette and casual seating on level 2 of the Main Library, with interactive media wall. The whole of level 2 will then become 24 x 7 study space for UNSW students and staff outside of normal Library opening hours. 2018 will also see the Main Library move to standardised opening hours of 7am to 10pm every day.

In 2018 planning will take place for a major refurbishment of the Law Library, with the addition of many more student seats and study spaces. The refurbishment work will be undertaken in the summer of 2018/19, due for completion in early 2019. We will also be planning a refurbishment of the UNSW Paddington Library.

CAUL Review of Australian Repository Infrastructure project
UNSW Library put its hand up to lead the CAUL Review of Australian Repository Infrastructure project with Martin Borchert leading the project, Maude Frances leading the User Stories work package, and Alexander Sussman leading the Improving Current Infrastructure work package. The project work is to be completed throughout 2018.

CAUL Electronic Information Resources Advisory Committee (CEIRAC)
Martin Borchert was appointed as member of the CAUL Electronic Information Resources Advisory Committee (CEIRAC) for a two-year term 2018 - 2019. The committee oversees the consortium purchasing of published scholarly resources for the Australian and New Zealand university library community.

CAUL Board of Directors
Martin Borchert was appointed to the CAVAL Board of Directors for a two-year term 2018 – 2019. CAVAL is a consortium of university libraries, mostly based in Victoria, and provides a range of procurement, cataloguing, collection storage and sharing, professional development and technology services to libraries.

Sustainability Coalition for Open Science Services (SCOSS)
CAUL became an early member of the Sustainability Coalition for Open Science Services (SCOSS) and appointed Martin Borchert as the CAUL representative. SCOSS is a SPARC Europe led global initiative designed to identify open science infrastructure initiatives under financial sustainability pressure and then facilitate crowd sourcing to improve their sustainability and ongoing availability. Martin has since become the Chair of the Board, SCOSS. The first two funding drives have been to support the Sherpa/RoMEO database (JISC) and Directory of Open Access Journals (DOAJ).

Farewell to Sarah Fredline, Deputy University Librarian
Sarah Fredline has been with us as Director, Central Services and also as Deputy University Librarian when she led both the Digital Library Services department and the Central Services department. During her time here, Sarah led a significant number of library refurbishment projects including Level 2 study zones and the Level 5 staff area and Exhibition Space at Main Library, UNSWorks repository development, library collection search enhancements and assessment of our print collections.

With her appointment to the role of University Librarian at Bond University, we said goodbye to Sarah and wished her well for future challenges and her return to Queensland and the Gold Coast lifestyle.

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