The Library: activating online and blended learning through library systems, services and resources.
Supporting Educational Excellence was the major priority for the year as UNSW prepared to implement the UNSW 3+ trimesters for 2019.

STRATEGIC DIRECTIONS

In 2018 the Library focused on supporting the UNSW 2025 Strategy and updating the Library’s organisational structure, workforce and culture to ensure we continue to meet the changing needs of the university, students and higher education and research. A new library matrix organisational structure was implemented featuring – Learning Services and Digital Innovation, Teaching Services and Academic Engagement, and Research Services and Corporate departments, each with front of house and supporting services and processes. Our people were supported by the new UNSW MyCareer, data-driven decision making training and the CAVAL Mentoring programs.

In supporting Research Excellence the Library improved the Research Output System (ROS), UNSWorks institutional repository, research data management systems and open journals publication infrastructure. The Library also continued to support the UNSW Open Access Policy, contributed to the development of a new researcher development platform and made preparations for the 2018 Excellence in Research for Australia (ERA).

Supporting Educational Excellence was the major priority for the year as UNSW prepared to implement the UNSW 3+ trimesters for 2019. The Library conducted an audit of all learning and teaching systems and services, including the ELISE online quiz and the Leganto course resources platform. The Library’s Curriculum Development Support Model was implemented to align with the Inspired Learning Initiative to transition UNSW programs and courses to blended and online delivery.

A program of engaging exhibitions and events involving art works, library collections, student works, teaching technologies and research outputs was implemented to ensure the Library is a leading cultural and community hub for academic discourse. A collection of over eight thousand duplicate, high quality academic print books was donated to our partner institution Gulu University, Uganda.

Operational Excellence was supported by a range of client-focused initiatives including Digital User Experience (DX) and website review, a new eCRM system, the UniVerse CampusM app improvements, migration of numerous systems to next generation cloud systems, improved discoverability of collections, and implementation of enhanced copyright support resources and services. We worked with students as partners on many of our initiatives.

Additional study and work spaces for students and university staff were created by relocating low use print collections to the Library basement and off-site storage. The collections remain available for loan or via scan and deliver. A new Study Lounge with 300 seats was opened on L2 Main Library. The Nucleus – Student Hub became our new neighbour to provide co-located student support services.

Robyn Drummond, our Deputy University Librarian and previously Director, Information Services said farewell. We thank Robyn for all her outstanding contributions and wish her the very best.

We also welcomed Hero Macdonald as our new Director, Digital Library Services. Hero brings a broad range of experience to our organisation.

Finally, I wish to thank all library clients, staff and collaborators for making 2018 a successful year for the Library. We look forward to meeting the information and academic needs of students, teachers, researchers and the community members in 2019.

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Library highlights

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<th>Law Library</th>
<th>Paddington Library</th>
<th>Academy Library</th>
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<tbody>
<tr>
<td>17,190</td>
<td>144,035</td>
<td></td>
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</table>

| ELISE quiz completions for 2018 | 702 |
| Enquiries | 144,035 |
| Research consultations | 702 |
| Leganto course resources lists | 707 |
| Document delivery requests | 14,209 |
| UNSWorks full text downloads | 130,436 |
Library Service Model for Curriculum Design and Delivery

UNSW Library developed an integrated service model for curriculum design and delivery in 2018. This model was developed in response to the UNSW 2025 strategy for learning and teaching, including DVCA priorities of 3+ digital uplift of courses for 2019.

The service model offers Self directed, Blended and Digital Uplift and Library Initiated opportunities. In 2018 the Library partnered with teaching academics, discipline focused educational developers, students and UNSW stakeholders to pilot a range of online curriculum support packages.

A range of digital learning and teaching objects that support further integrated curriculum support will be developed. This approach supports quality assured online and blended learning that actively engages students in their learning and skills development.

UNSW Online Keypath partnership update

The Keypath Design Roadshow was held in December 2018. As a key partner in the design process, UNSW Library will commence work in 2019 with course convenors and learning designers to curate library resources and services.

New Library Collection Interface

In June 2018, the Library launched a new user-interface for its Library Collection search platform. The new interface includes a range of new features and functionality including:

- Easier identification of peer-reviewed or open access items
- One click access to item links, locations and details
- New Virtual Browse to find more relevant items
- Access to loans, fines and requests all in one spot via myLibrary

The new interface has delivered significant improvements to the user experience and the Library was very happy to see clients providing lots of positive feedback about the change via social media and other channels.

"Brilliant, easily the most urgent and singularly important workshop I have attended as a Candidate, in my career as an early researcher."
Library contributions to research exercises
The Library continued to refine the Research Outputs System (ROS) and Annual Research Outputs Collection (AROC) data collection and verification processes to align with Excellence in Research for Australia (ERA) requirements to ensure accurate datasets are provided. AROC Guidelines now require either a DOI or full-text deposit of works, to mitigate issues noted in past ERA rounds related to locating full text copies of research outputs for verification and peer review, particularly for conference papers and non-traditional research objects. In addition, the library digitised a number of print books and chapters, and acquired eBooks, journal articles, and other electronic resources to support the University’s ERA 2018 project team’s reporting requirements.

ROS impact and professional activities modules
The ROS Professional Activities Module allows researchers to add a range of scholarly activities to their ROS Profile. The Business School completed a successful pilot of the module in 2018. The ROS Impact Module enables researchers to record narrative accounts of impact, list external contributors and associated organisations, and link to research inputs and activities in ROS. These ROS modules facilitate the collection of engagement and impact evidence, and support the culture change necessary to plan for and report on the impact of UNSW’s research.

Next-generation digital repositories
Stage one of the Next Generation Digital Repositories project to replace existing repository infrastructure for UNSW digital collections and open access research output with cloud-hosted solutions was successfully completed in 2018. The work was led by a Steering Committee comprising academics, professional staff representing key University stakeholders and the Library. A Request for Proposals (RFP) for the project was disseminated to potential vendors by UNSW Procurement. The RFP was based on requirements gathered from extensive stakeholder interviews.

Research data management training
The Library provided input and feedback on a prototype for online research data management training for HDR candidates (RDMoT). The training was developed by the Researcher Development Unit to support HDR candidates in completing a Research Data Management Plan (RDMP), a service hosted by the Library, with a focus on classifying research data according to the UNSW Data Classification Standard.

Supporting open access publishing and uptake across UNSW
UNSW Library migrated two journals hosted on behalf of the University to Ubiquity Press, an Open Access publishing platform. These peer-reviewed, Open Access journals have been edited by researchers with a UNSW affiliation. There are no charges to access these journals and no publishing fees for authors. The journals are Wetlands Australia (archive), and Affirmations: of the Modern.

The Library is now able to measure open access uptake and compliance with the Open Access Policy, utilising the Open Access Monitor functionality in ROS. As of December 2018, 1681, or 9% of UNSW peer-reviewed journal articles and conference papers were available open access in UNSWorks.

The Library celebrated Open Access week in October 2018 by hosting an event on the Library Walkway where staff and students could have their questions about Open Access answered. We identified open access champions across UNSW, who shared why open access is important to them:

Phiona Stanley: Without Open Access, my work would be hidden behind a paywall. What’s the point of that? It would be like winking at someone in the dark.

Christy Newman: I make my research open to everyone because I care deeply about supporting access to knowledge for those located outside of higher education in the Global North.

Raina Macintyre: Open Access helps because in the middle of a crisis, no matter where they are, if they have internet access, they can search for the scientific evidence themselves and find out what the literature says. - Global Biosecurity

Library Masterclasses and Planning to Publish workshops
The Library provides development opportunities for candidates and researchers at different career stages. In 2018 the Library commenced its Library Masterclass workshops. The masterclasses were developed in conjunction with the Publishing Strategy Guide, and provide an opportunity for researchers to think strategically about their publishing. Topics covered included finding journal quartiles, open access publishing, researcher profiles, ORCID, and DOIs.

In 2018 the Library presented a number of Planning to Publish workshops for Scientia PhD Scholars in collaboration with the Scientia team. The workshops provided support for PhD scholars to build the foundations of their publication strategy. Topics covered included developing a personal publishing strategy, evaluating publication types and finding publication outlets, ethical publishing, UNSW’s Open Access policy, ROS and ORCID, and UNSW’s research support services including Library research consultations. Over 50 Scientia PhD Scholars across all disciplines participated in seminars held both mid and end of year.
The UNSW Library print collection is of national significance with a loan count for print items of 128,000 in 2018. The transition from print to online collections is largely completed, with the Library procuring 99% of information resources in digital formats. The collection now features approximately 1 million eBooks, of which there were 1.2 million loans in the past year.

UNSW Library implemented BrowZine to enable clients to access and browse eJournals from different publishers in one simple interface. Users can view tables of contents and are provided with access to one-click download of PDF articles.

Featured collections

BRITISH ONLINE ARCHIVES
British Online Archives brings together digitised images and descriptions from a wide range of British archival collections. It contains materials related to British history.

CNKI (CHINA ACADEMIC JOURNALS)
CNKI is a continuously updated Chinese journal database covering science, engineering technology, agriculture, philosophy, medicine, humanities and social sciences. Access to over 10,000 full text journals published in China.

ADAM MATTHEW DIGITAL COLLECTIONS
Adam Matthew databases and curated collections contain a large range of digital primary sources from archives around the world. Collections span the arts and social sciences.

DIMENSIONS
Information on publications, research funding, and patents - all on an international scale. Alongside platforms such as Scopus and Web of Science, with a greater focus on open resources. Dimensions is designed for researchers to understand what is going on in their research area and identify collaborators and potential grant opportunities.

SPRINGER NATURE BACKLIST EBOOKS
The complete coverage of Springer & Palgrave 2005-2017 including over 2,600 additional medical/health titles.

“The consultation was fully tailored to my research project and questions I had about the Library! It was helpful in growing my understanding of how to most efficiently and effectively make use of a number of databases and how to access them through the UNSW Library.”
Main Library Level 2
The new study space on Level 2 of the Main Library was opened in March. Previously staff office space, the area was transformed into a vibrant new study space, providing an additional 300 study seats across a variety of configurations – individual quiet study, group spaces, media spaces and a presentation wall, as well as a kitchenette and dining area. This space has proven very popular with students and is heavily utilised throughout each day. The Library repositioned Level 2 as 24x7 space, with after-hours access provided to UNSW students and staff. The space is used 24x7 all year round.

Main Library Level 8 & 9
UNSW Library cleared and released Level 9 of the Library Tower back to UNSW Estate Management in September 2018 for the Nucleus: Student Hub project. Level 8 of the Library was also cleared by October 2018. To achieve this, the Library embarked on a large-scale project to relocate print journals and low use books. A new low use book collection has been established in Library storage. All books from which can be requested through the Library Collection. Low use duplicate books were given away to Gulu University Library and our UNSW community.

Law Library
UNSW Library commenced planning for a major refurbishment of the Law Library in partnership with PVCE, Estate Management and NBRS Architecture and due to re-open in early 2019.

Relocating low use print collections to repurpose space for student study is a key driver of the project.

The new Law Library project will be driven by student feedback and will feature:
- An additional 300 study spaces, bringing the total to 850 spaces for quiet and group study
- A new curated exhibition and events space
- A redesigned Library entry, including a new HelpZone and student lounge
- More ergonomically designed study furniture throughout
- A new kitchenette with microwave and hot water facilities

R1 - New print journal facility
UNSW Library’s new R1 facility to house our print journal collection commenced construction. Located at the Randwick campus, all print journals other than our current subscriptions and a selection of folios will be located at the new facility. When completed, access to the collection will be via a journal article scan and deliver service or as a visitor to the reading room, upon appointment.

“Very nice atmosphere. Great facilities and technology.”
In 2018 the Library launched its Exhibitions Program in the newly developed Main Library Exhibition Space and hosted a series of public programs to engage a diverse group of audiences including current students, alumni and community members.

The Library presented three exhibitions in 2018:

Max Dupain: the architecture of UNSW was drawn from photographs collected by the University Archives taken by Max Dupain – one of the leading figures in 20th century Australian photography. This exhibition traced a period of major development for UNSW during 1959 to 1970. It was opened by Honorary Associate Professor Catherine De Lorenzo.

Alun Leach-Jones: a language of his own recognised the life of one of Australia’s best-known abstract artists and former lecturer at UNSW. Former head of painting at the UNSW College of Fine Arts, Ian Grant opened the exhibition, which included a catalogue published by UNSW Library.

The Library also hosted LUMINOCITY, the annual UNSW Built Environment undergraduate exhibition. The exhibition showcased models and designs produced by current students and the opening event featured talks by students as well as Professor Helen Lochhead, Dean, Built Environment.
Appreciating and acknowledging excellence

SEMESTER 1 REWARD AND RECOGNITION WINNERS

Yuan Zhong – Innovation Award
Ichsan Tamsir Putra – Collaboration Award
Megan van Wyk – Excellence Award
Wendy Dorrington – Diversity and Respect Award

SEMESTER 2 REWARD AND RECOGNITION WINNERS

Colleen Hutchison – Excellence Award
Diane Davis – Innovation Award
Kim Taylor – Diversity and Respect
Jane Knowles – Collaboration Award

TEAM AWARD WINNERS

Research Reporting Unit - Daria Kalmanovich, Vanessa Crosby and Jacinta Byrne

RICHARD D’AVIGDOR CONFERENCE AWARD

The Richard D’Avigdor Conference Award aims to enhance career development opportunities by attendance at major national or international conferences on aspects of the development of digital information provision and access.

Vanessa Crosby, Manager Research Reporting Unit

Attend and present at the Society of Research Administrators International/Australasian Research Management Society annual meeting in Hawaii in March 2019 to showcase UNSW’s Research Quality Assessment for Non-Traditional Research Outputs.

Megan Saville, Peter Smith, Wolf Villalta, Nadia Kempfe & Jennifer Whitfield, Academic Services Unit

Attend and present at THETA 2019: The Tipping Point to showcase the transformation of the ELISE online tutorial into an accessible, authentic and individualised online learning module and quiz using a design driven model of development.