UNSW Library
2019 Annual Report
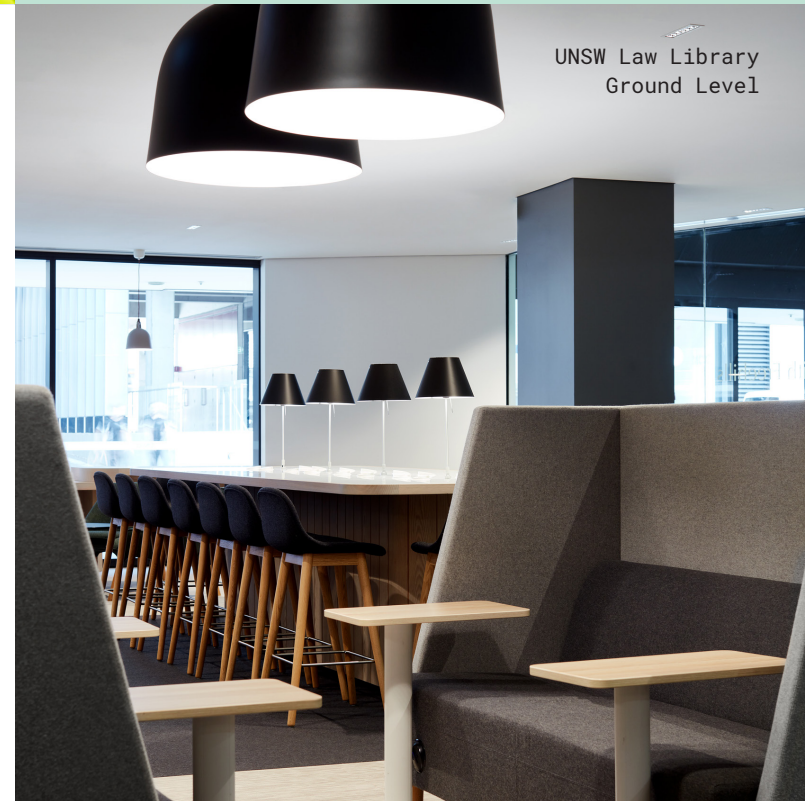
UNSW
SYDNEY

Main Library entrance

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UNSW Law Library
Ground Level

Strategic Directions

2019 was a key year for supporting education to deliver on the UNSW 2025 Strategy. We undertook a review of services, collections, and systems such as the ELISE quiz, Leganto course resources, and staffing to support the introduction of the UNSW3+ academic calendar. We launched our new Library chat service and developed learning objects and our Library service model for curriculum design and delivery. We had over 4,000 student responses to the Insync library survey. The Law Library was refreshed with more seats and a new look. The Main Library was improved with a new Retreat space, additional study seats and fresh paint. We welcomed The Nucleus: Student Hub.

Supporting research, we selected Atmire DSpace7 and New Zealand Micrographics Services Recollect solutions to support open publications, data, and collections. The digitisation of the UNSW thesis collection was completed. The Library masterclass program was customised for each faculty. We supported the University's very successful Excellence in Research for Australia (ERA) 2018 submission. Hosting of the Australasian Open Access Strategy Group (AOASG) was transferred to UNSW, bolstering our leading role in open access and open scholarship.

We continued to review our print collections, developed the Collection Maintenance Framework, and moved our print journals into a new storage facility at the Randwick campus.

Our focus on developing the digital library added capability to support the user experience.

The year saw the Library introduce its new organisational structure - Fiona Bradley (Director, Research Services and Corporate) and Megan Saville (Director, Teaching Services, Academic Engagement and Collections) joined Hero Macdonald (Director, Learning Services and Digital Innovation) and myself on the Library Executive Team. Together we continued to work with the Academy Library team at UNSW Canberra.

My sincere thanks go to all Library staff, partners and clients for making 2019 a successful year. I look forward to furthering the Library's development into 2020.

Martin Borchert
University Librarian

"Our focus on developing the digital library added capability to support the user experience."

Paddington Library
Ground Level

2019 in Statistics

Total visits	2,825,564
Main Library visits	2,025,844
Law Library visits	612,862
Paddington Library visits	82,391
Academy Library visits	107,467
Study seats	3,849
Enquiries	89,583
Knowledgebase views	52,360
Social media reach	707,797
Exhibitions	7
ELISE completions	16,183
Library website visits	1,845,711
Library web page views	3,628,455
Loans	111,267
Document delivery requests	11,166
eBook usage	1,825,026
Journal article usage	7,903,007
eBooks	1,224,578
eJournals	130,000
Books	780,000
UNSWorks repository downloads	324,653
Leganto course lists	897

Research Quality

Enhancing discovery of UNSW research

UNSW Library undertook several initiatives in 2018-2019 to increase discoverability of content in our institutional repository UNSWorks, which provides open access to UNSW research and theses. This work led to a significant increase in downloads in 2019, more than doubling from 2018.

2018 Downloads
130,673

2019 Downloads
324,198

A study of UNSWorks downloads over the period January-June 2019 found:

- 75% of downloads are theses, although they account for only 50% of open access content in UNSWorks
- 66% of full text content in UNSWorks is from Medicine, Engineering and Science
- 40% of highly downloaded publications (items downloaded 20+ times in any month) are from Arts & Social Sciences
- 66% of highly downloaded publications are indexed in Google Scholar
- most publications are downloaded via Google, indicating that most users discover UNSW research via third-party indexes and search tools.

Pilot links equipment data to publications

A pilot project linked strategic equipment items located in the Mark Wainwright Analytic Centre (MWAC) to grants and research outputs. The ROS Equipment Module allows researchers and administrators to add records to ROS, representing key pieces of research infrastructure. Researchers can use ROS to create links between equipment and other records, allowing UNSW to track inputs (grant income) and outputs (publications and NTROs) related to strategic research equipment. The project is ongoing and is aligned with sector-wide initiatives in equipment tracking and reporting.

Next-generation digital repository project underway

Following an extensive and competitive procurement process, the Belgian company Atmire was appointed to implement a prototype of UNSW's new institutional repository for publications and published research data, replacing UNSWorks and ResData. The new system will be cloud-hosted using DSpace version 7 software. Prototype development will guide a decision on whether to proceed to a full implementation of DSpace in 2020.
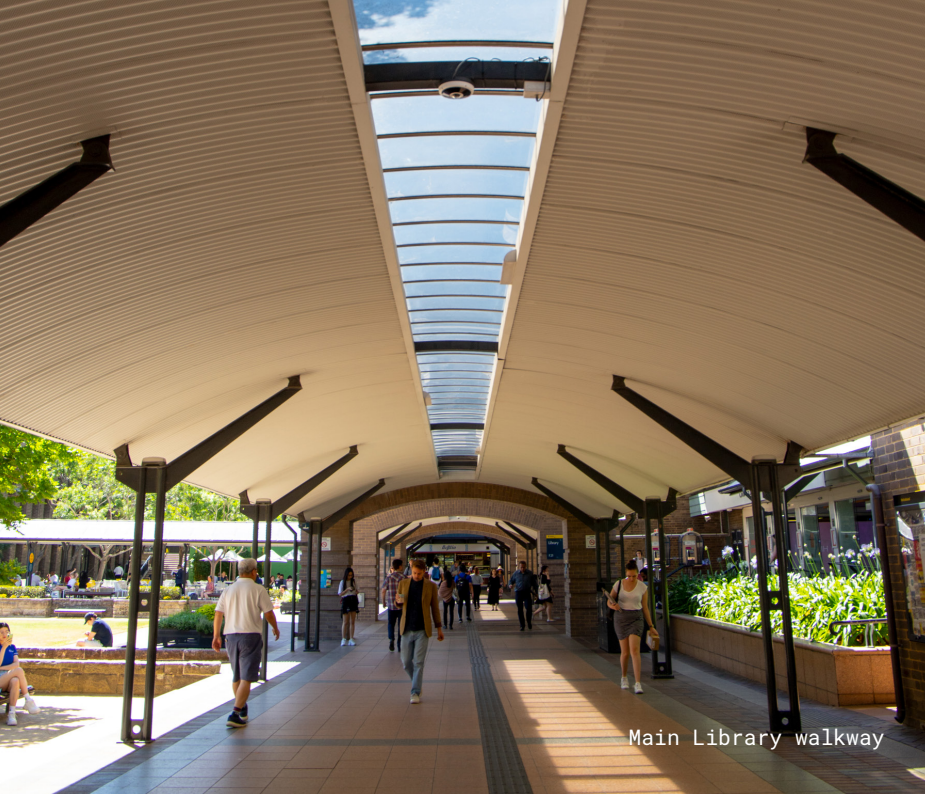
Upgraded research data management plan tools

In conjunction with the Pro-Vice Chancellor Research Infrastructure and the Research Technology team, the Library commenced implementation of DMPOnline to replace ResData, which enables researchers and Higher Degree Research candidates at UNSW to complete a Research Data Management Plan (RDMP) for their research project. DMPOnline allows creation of RDMPs to be aligned with sector-wide standards and enables the smooth transition to future applications such as machine-actionable RDMPs. The aim is to complete the project by the end of 2020.

Global Biosecurity Journal launched

Global Biosecurity, a new open access journal published by UNSW Sydney, was launched on the Library's publishing platform in conjunction with Ubiquity Press. The journal is edited by Professor Raina MacIntyre, Head of the Biosecurity Program at the Kirby Institute.

Main Library walkway

Educational Excellence

Library service model for curriculum design and delivery

In response to feedback from academic staff and educational developers, the Library revised its integrated service model for curriculum design and delivery. The model was developed in response to the UNSW 2025 strategy for learning and teaching, including DVCA priorities and the UNSW Integrated Curriculum Framework.

The Library's integrated approach to curriculum services further develops library systems, software, services, and resources to support quality assured online and blended learning designed to actively engage students in their learning and skills development.

Resources available for the self-directed, blended offering, digital uplift and Library initiated opportunities include:

- interactive lessons
- infographics
- videos created in-house and Open Educational Resources (OERs)
- subscribed collection resources
- EdTech tools such as Smart Sparrow, Poll Everywhere, LibWizard online "guides on the side" to create digital teaching and learning objects (DTLOs)

These resources are developed generically and delivered tailored for teaching and students learning needs.

Leganto course resources

New rollover functionality was introduced which allows a Leganto list, and any links to it, to be easily re-used by simply clicking a button. The analytics features of Leganto were enhanced so that course instructors are now able to gauge student engagement with Leganto resources at both the list and item level. At the item level, full text views are measured, providing lecturers with a snapshot of how closely their students are interacting with each resource on the list throughout the term.

Library masterclasses

The Library continues to provide development opportunities for academics, HDR candidates and researchers at different career stages. During Research Week, the Library conducted Bibliometric and Research Impact Masterclasses including open access. The Masterclasses were taken up by the Early Career Academic Network (ECAN) in Engineering, Science and Medicine. Additionally, the Library ran Planning to Publish workshops for Scientia PhD Scholars in collaboration with the Scientia team. The workshops aim to provide an opportunity for PhD scholars to build the foundations of their publication strategy. The main topics covered include developing a personal publishing strategy, evaluating publication types, finding publication outlets, ethical publishing, UNSW's Open Access policy, ROS and ORCiD, and UNSW's research support services including Research consultations. Scientia PhD Scholars across all disciplines attended the workshops.

Academy Library, Top Floor

"Thank you both so much for taking the time to talk to the honours class yesterday! I'm sure the students got a lot out of it. I also really appreciate your time developing the online resources."

Art & Design Academic Staff feedback on workshop delivered by Academic Engagement staff

Student Experience and Engagement

Newly refurbished Law Library

The newly refurbished Law Library was reopened in February. The new design, delivered on a budget of $3.3M, was informed by in-depth user experience research into student requirements and was delivered in partnership with PVCE Learning Environments and NBRS Architects. The project required the relocation of some low use print collection to liberate much needed study space.

The redesigned Law Library includes:

- 850 student study seats, an increase of 300
- new curated exhibition and events spaces
- redesigned entry, including a new Help Zone and student lounge
- more ergonomically designed furniture throughout
- new kitchenette

Students in the Retreat Space
Main Library, Level 3

Improvements at Main Library

Retreat space

Following the immense success of the exam time pop-up Retreat space, the Library was flooded with student requests to make the Retreat space a more permanent feature. The permanent Retreat space was launched in October, just in time for Term 3 exams. The Retreat space features mindfulness activities including puzzles, games and colouring-in, as well as a room set up with bean bags and fairy lights where students can relax and unwind from the stresses of study. The Library will continue to program a range of additional activities and services in the Retreat space during exams, including wellness workshops, free fruit, tea, and the very popular professional massages.
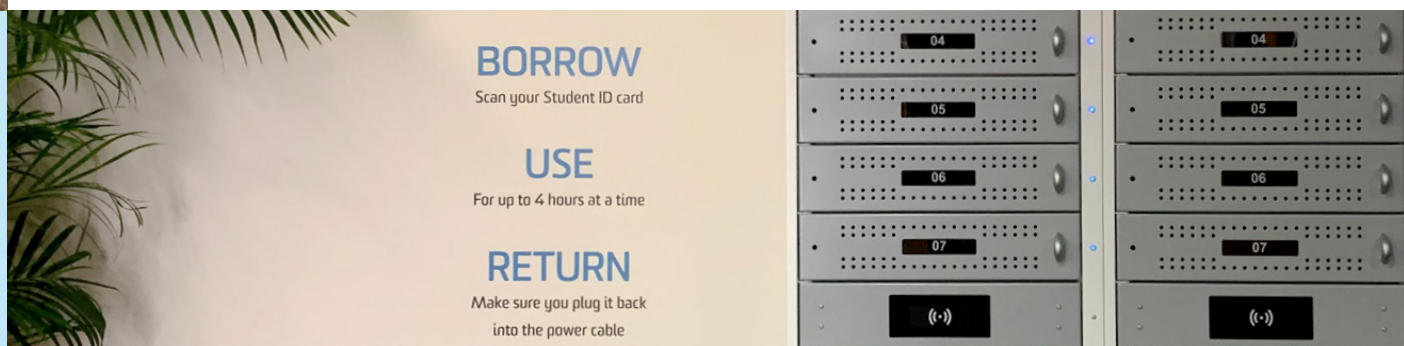
New laptop loan machine

In October, a new 24/7 Laptop loan machine was launched in the Main Library, providing laptops for students to borrow for up to four hours. The laptops can be used for study in the Library, in class or on campus. The number of loans throughout the day is unlimited. The self-service lockers attracted huge engagement with students on social media, and have averaged 150 loans per day.

Device charging lockers and collaborative seating

Mobile device charging lockers were installed in June to enable students to securely charge their devices while studying or in class.

Over thirty new acoustic pods and five bookable self-contained acoustic booths were added to the innovative seating options available in the Library.

Laptop loan machine
Main Library, Level 2

BORROW
Scan your Student ID card

USE
For up to 4 hours at a time

RETURN
Make sure you plug it back into the power cable
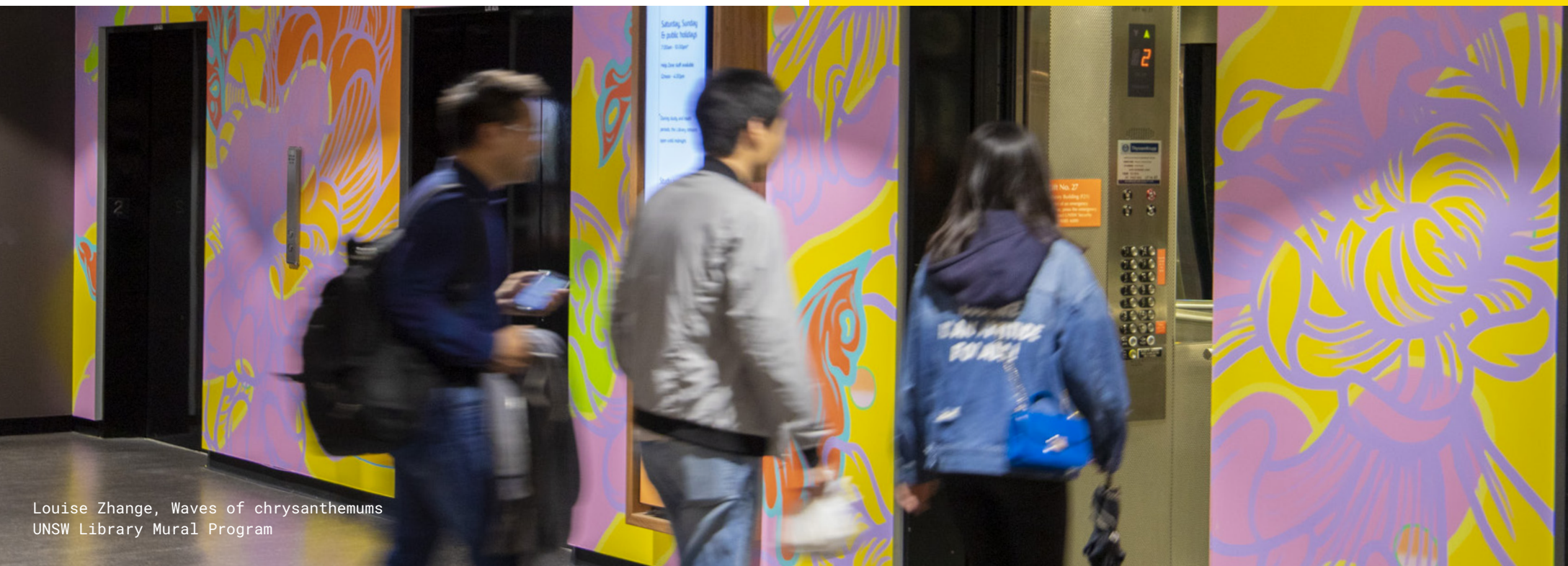
New Indigenous artworks

The Library worked with the UNSW Art Collection to create new displays of works from the collection throughout Levels 3 and 4 of the Main Library. These curated displays are intended to create new opportunities for teaching and learning, and to provide a more enriched and stimulating environment for students and staff.

Level 4 is now hung entirely with work by Indigenous artists from around Australia, including several new artworks that were acquired this year, in support of the Culture and Country initiative outlined in the UNSW Indigenous Strategy which aims to increase the presence of contemporary Aboriginal Art practice on campus. Level 3 was curated with consideration for the University's Equity, Diversity and Inclusion goals, and features artworks by women artists in the collection.

Alumni mural program

The Alumni mural program series invites UNSW alumni to create new temporary artworks which respond to the site of the Library lift foyers as places of transition – gateways to knowledge, information and learning, collaboration and relaxation.

Artists are selected for their artistic excellence and practices that reflect the ideas and concerns at the forefront of contemporary consciousness; First Nations history and culture, the natural environment, migration, geopolitics, and a more inclusive society. This commissioned series highlights the important role the Library plays within the University as a site of learning and community.

Louise Zhange, Waves of chrysanthemums
UNSW Library Mural Program

Marabelle Wouters and Lee Wilson from Branch Nebula performing as part of the In Response: Dialogues with RealTime exhibition

Exhibitions program

Through the Exhibitions program, UNSW Library recognises the increasingly important role of art and culture in enriching the student experience. Our exhibitions create a space for discourse, where the community can engage with cross-disciplinary learning and discovery, and connect through ideas and collections. The Library presented seven exhibitions and delivered related public programs for students, staff, and community members. Responses to the exhibitions visitor survey indicated 62% of exhibition visitors are UNSW students, 16% are staff and 22% are community visitors.

The exhibitions were curated and delivered in partnership with a broad range of collaborators, including academic partners, community members, external organisations and units throughout the University.

"There should be more of this. For me, studying in creative spaces or spaces where there is creative work makes me inspired and productive."

Exhibitions visitor survey response
UNSW Student, 26 February

World Class Resources

The Library has continued to develop its rich and broad collection with titles that support the research, teaching and learning activities of the University.

The Library has begun work on principles for transformative agreements. These agreements seek to shift the business model of scholarly publishing from paying to read, to paying to "publish and read". The eventual goal for such agreements is to achieve full open access by paying for publications to be open to all, regardless of technical, legal, or cost barriers. Developing principles, based on international practices, enables UNSW Library to take a leading role in this space. This work has also included modelling the article processing charges paid by researchers across the University.

Martin Borchert presented an update on the state of open access to Academic Board.

Featured collections

The Library highlighted NAIDOC Week by curating a featured collection of our Indigenous language resources. 2019 was the United Nations Year of Indigenous languages. Noting that 90% of Indigenous languages are endangered, the Library took the opportunity to enhance our Library collection results to show items that include Indigenous language content such as Tiwi, Kamilaroi and Warlpiri. A featured collection of resources for Social Sciences Week, was also curated, highlighting the diversity of topics including social work, anthropology, criminology, politics, international relations and sociology.

"I just wanted to thank you both very much for participating in our Course Development Program workshop this morning. Your presentation was most valuable for staff and people are quite excited by the resources that you indicated are available to them as they develop their new courses."

Educational Developer at Art & Design

UNSW Law Library, Ground Level

New resources

A selection of the new scholarly information resources recently added to the UNSW Library collection:

Black Culture and Thought

Collection from Alexander Street Press of non-fiction writings by Black American leaders and teachers that outlines the development of African American thought.

Gale Digital Scholar Lab

Database with text and data mining tools to facilitate analysis of Gale Primary Sources collections.

Language in Australia and New Zealand: Bibliography and Research

Bibliography and research database for languages spoken in Australia and New Zealand, covering Indigenous, European, Asian and contact languages.

BMJ Comorbidities

Supports healthcare professionals to treat the whole patient when managing acute conditions. A tailored management plan can be produced instantly.

Jove Science Education video collections

Demonstrates fundamental research methods and protocols for mechanical, electrical, materials and chemical engineering applications. The videos can be easily embedded into Moodle courses.

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UNSW Library would like to acknowledge the Bedegal (Kensington campus), Gadigal (City and Art & Design Campuses) and Ngunnawal people (Australian Defence Force Academy in Canberra) who are the traditional custodians of the lands where each campus of UNSW is located.

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