



UNSW

**2025**

**UNSW Library  
Annual Report**



**UNSW**  
SYDNEY



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# Welcome, from the University Librarian

2025 was the foundation year of the UNSW *Progress for All Strategy*, which was mirrored and supported by the 2025 UNSW Library Plan.

By working closely with the University and external stakeholders, we were able to improve environmental controls for the Main Library and apply treatments to address collection storage, management and preservation. Planning has been undertaken for the delivery of a new activity-based shared future campus workspace for all our staff, as well as 500 new study desks for students. The University announced that a new Main Library building will be delivered in Phase 2 of the Kensington Campus Master Plan. In Canberra, the Academy Library refurbishment is underway and The Heart was opened at the Canberra City Campus. Internationally, we have planned for the transition to a multi-campus environment including Bengaluru in India.

Throughout 2025, we made progress on Indigenising our collections by identifying materials, enhancing catalogue records, and adding Indigenous languages.

Our user experience program consulted students on digital access, and this information was used in the redesign of the Library website. The UNSWorks institutional repository upgrade project is underway and will deliver enhancements and integrations to our leading publication, creative works, and data services.

Library engagement with students, researchers and community remained a major focal point. We delivered events supporting belonging, digital skills, use of scholarly resources, and open access publishing. The Library Exhibitions program delivered the Materials Revolution and the Revealing Riversleigh exhibitions.

Our people told us via the staff Insight Survey that we can place greater focus on collaboration, innovation and recognition. From these insights, we established new forums for our people to innovate together, and enhanced the reward and recognition process, complementing our annual awards program.

Our Library people are highly engaged with the profession and contribute to leadership via the Council of Australasian University Librarians (CAUL), Open Access Australasia, the International Federation of Library Associations (IFLA), the International Association of University Libraries (IATUL), the Confederation of Open Access Repositories (COAR), and IGELU, the Ex Libris community.

In all that we do, the Library relies on strong partnerships with students, faculties, divisions, and external vendors and peers. Thank you for your continued support in working with us.

Martin Borchert

**University Librarian**



# 2025 in Numbers



**2,686,974** Visitors



**433** Events



**22,799** Event attendees



**44,278** Enquiries and engagements



**23,574,159** Online Presence



**5,490,995** Collection searches



**67,428** Print loans



**15,255** Document delivery requests



**NPS +60/CX8.5** Main Library  
Exhibition Space visitor satisfaction



**1,963** Leganto course resource lists



**3,621,795** Leganto student usages



**1,851,454** Electronic collection titles



**788,994** Physical collection titles



**31,938,088** Digital collection usages



**1,994,574** UNSWorks downloads



**361** Research data management plans



**88%** Annual research output collection  
assessed using rapid acceptance

# Library Initiatives and Responses

2025 UNSW Library Plan objectives were successfully met, positioning us well for the UNSW Strategy Triennium 1 in 2026-28.

## 01.

### **The Library will continue to develop inspiring environments for students and staff across campuses**

- > The Main Library project progressed with plans towards a new activity-based shared workspace for staff and 500 new individual study desks for students. We also introduced neutral sensory study spaces. Main Library stayed open 24/7 during exam period, in response to student feedback.
- > The Digital Knowledge Space pilot was delivered at Main Library and we launched our first experience – The Misinformation edition in partnership with Tactical Tech and supported by research from the Adult Media Literacy in Australia Project.
- > The Academy Library, UNSW Canberra at ADFA is undergoing a refurbishment project, which will create a more modern and spacious student environment for the Academy Library, Canberra.
- > The Canberra City Campus Library located in “The Heart” (E Block CIT Reid Campus) opened, providing a shared services environment for researchers and students.

### **Supporting a future UNSW multi-campus environment**

As the university expands to a multi-campus model, so too the Library will grow its spaces, services and collections to meet demand. This year, the Library collaborated with UNSW Precincts to activate the new Health Translation Hub student and exhibition spaces. We also worked with the Canberra Faculty on the co-share service model for “The Heart” at the newly opened Canberra City site in Reid, and contributed to planning for the Parramatta Campus. Internationally, we participated in the design of library spaces, digital infrastructure and a staffing model for the new campus to be delivered at Bengaluru, India. In all, the Library is working toward delivering the same, high quality services at every location.





## **The Library will continue to refine its scholarly collections and deliver world-class, future-focussed content relevant to the UNSW community**

- > Completed stage 3 of the Collection Maintenance Framework for Levels 3, 6 and 8 of Main Library and the Academy Library, Canberra.
- > Partnered with CAUL to refine subscription agreements, in response to open access publishing, and increasing costs.
- > Modernised our print borrowing service by repurposing the High Use Collections space at Main Library and installed self-service book lockers.
- > Enhanced conservation and storage practices for research and special collections, and commenced digitisation of selected rare volumes to produce accessible digital objects.
- > Introduced a Leisure Reads collection to promote student wellbeing, with an emphasis on bibliotherapy.
- > Implemented environmentally sustainable Galleries, Libraries, Archives, Museums, and Records (GLAMR) practices into the award-winning Library Exhibitions program, working with UNSW and local partners, and continued to raise the profile of the program across the sector.

## **Barrier-free access to knowledge through open access publishing agreements**

UNSW Library manages more than 400 publisher contracts, including 39 open access (OA) publishing agreements that enabled the publication of over 1500 articles, eBooks, and book chapters without article processing charges. In 2024, 56% of UNSW research outputs were published open access (Leiden Ranking), increasing to 64.7% in 2025. The benefit of OA—greater equity of access to research—is widely recognised.

Through the Council of Australasian University Librarians (CAUL) and its academic-led Open Access Negotiation Strategy Committee (COANSC), sector-wide negotiations delivered a suite of more favourable journal and open access publishing agreements commencing in 2026. The aim of these negotiations was to create simpler, more transparent and sustainable agreements for the Australian sector, and included major publishers such as Elsevier (ScienceDirect), Springer Nature, Wiley, and Taylor & Francis.

In addition, UNSW Library renegotiated agreements with the British Medical Journal, CSIRO Publishing, De Gruyter Brill, Nature Research, and the Royal Society of Chemistry, and established new agreements with the Association for Computing Machinery and the American Society for Microbiology. Together, these agreements have expanded support for open access publishing across a broad range of disciplines.

To support researchers in navigating their publishing options, the Library delivered a series of well-attended OA publishing and Planning to Publish sessions throughout the year.

# 03.

## The Library will enhance engagement with students and staff

- > The Library Digital Information Skills Framework was refined for in-library and in-faculty delivery to students supported by a new Digital Literacy Package including the ethical and responsible use of AI using our new LEARN principles.
- > Library services, systems and collections extended to UNSW College and Canberra City Campus.
- > Programs were developed around engaging the collections via object-based learning, leisure reading for students, and piloting of the Digital Knowledge Space.
- > Explored discovery of Library resources and expertise, built researcher and student confidence, as search behaviours shift amid the rise of AI.
- > Aligned with our Library Exhibitions program, we launched the new Ideas Exchange, a moderated panel talk by researchers from different disciplines on a topic related to the current exhibition.
- > The faculty engagement program was delivered via School-based presentations to raise awareness of Library services.

## Digital literacy and Artificial Intelligence

The Digital Knowledge Space (DKS) on Level 2 of Main Library was launched as the new venue for dialogue, exploration, and learning around core Library values—trust and information. Fundamentally, the Digital Knowledge Space is an experience where the UNSW Community builds trusted connections with knowledge. The inaugural program featured Tactical Tech's Glass Room: Misinformation Edition, an interactive experience of critical thinking and media literacy, supported by research from the Adult Media Literacy in Australia project. In support of the program, Professor Carl Bergstrom (University of Washington) and UNSW academic experts were invited to the space to share successful strategies in misinformation, artificial intelligence (AI), and the evolving role of libraries, alongside academic colleagues from UNSW and peer libraries. The DKS was also the feature of a presentation at THETA 2025 and the Library hosted a range of AI-focused workshops for researchers and students. In 2026, the DKS experience will be refreshed with a new theme and greater opportunities for dynamic learning experiences.



# 04.

## **The Library will target student and staff engagement with digital library infrastructure and research services**

- > Increased the quality and proportion of UNSW research outputs in UNSWorks.
- > Showcased UNSW's research collections for societal impact and the United Nations Sustainable Development Goals (SDGs).
- > Augmented Library services through the ethical use of AI and AI tools.

### **Partners in research services**

Systems and services for researchers continue to innovate to meet researcher and institutional needs. As a stakeholder in the Research Data Experience program, the Library partnered with UNSW IT and Research Technology on a proof of concept for equipment identifiers. In future, this will enable more research infrastructure, people, and outputs to be linked through repositories and systems. A significant UNSWorks upgrade commenced, while the Library provided expertise to the University on the societal impact of open research and metrics, and presented at the second UNSW SDG showcase. A project to implement digital preservation for UNSW Masters and PhD theses was also completed.

# 05.

## **The Library will further develop its people and organisation**

- > Actively responded to the Insight Staff Engagement Survey results, by providing collaboration and innovation opportunities, and reviewed and enhanced the Library's Reward & Recognition program to celebrate staff achievements.
- > Consulted and engaged our people on Future Campus activity-based workspaces.
- > Continued to engage with university and sector partners on work supporting Indigenous Knowledges and cultural protocols.
- > Through participation in sector bodies, representative staff utilised relationships and networks to drive impact in areas of library expertise.

### **Reward and Recognition**

Our people said they appreciate the annual Library Reward and Recognition ceremony, and also wanted a complimentary continuous nomination and recognition process, which is what we did.

# Societal Impact

The Library is supporting the University's societal impact goals via the Sustainable Development Goals (SDGs), its resources and collections, the annual research output collection, and its exhibitions program.

UNSW publishes thousands of valuable research papers every year supporting key Sustainable Development Goals.

International Open Access Week was an opportunity for the research community to share the benefits of open access (OA) and inspire wider participation in the Open Scholarship movement. To mark Open Access Week 2025, UNSW Library participated in the UNSW SDG Showcase and presented on data tracking our progress towards making all SDG-aligned research open. Through both publisher and repository open access, many publications from UNSW researchers are openly available to the public, enabling equity among a more diverse group of researchers and accelerating progress on these global challenges.

In response to requests from UNSW Faculties and Divisions, the Library prepared an overview of existing resources and tools that could be used to support societal impact. These were communicated via the

Library website, meetings with ADRs and other stakeholders, and included:

- > **Research Outputs System (ROS):** impact module, professional activities, and reporting on scholarly outputs and other activities, including impact stories and narratives.
- > **Bibliometric tools:** access to policy and patent citations, citations and attention metrics, in Dimensions Scopus and Web of Science, using a 'basket of metrics approach' to support stories.
- > **UNSWorks:** to showcase research by linking together outputs, data and non-traditional outputs, making them open and available to all.

The 2024 Annual Research Output Collection (AROC) Report was completed in August 2025 and provided to the University Research Committee. The 14,914 research outputs for 2024 were assessed in 2025 and 9,962 were accepted. The rapid acceptance processed 88% of approved outputs. UNSW publishing in 2024 increased 2.6% over 2023. The percentage of UNSW research outputs available by OA increased from 56% to 60% (Leiden traditional metric).

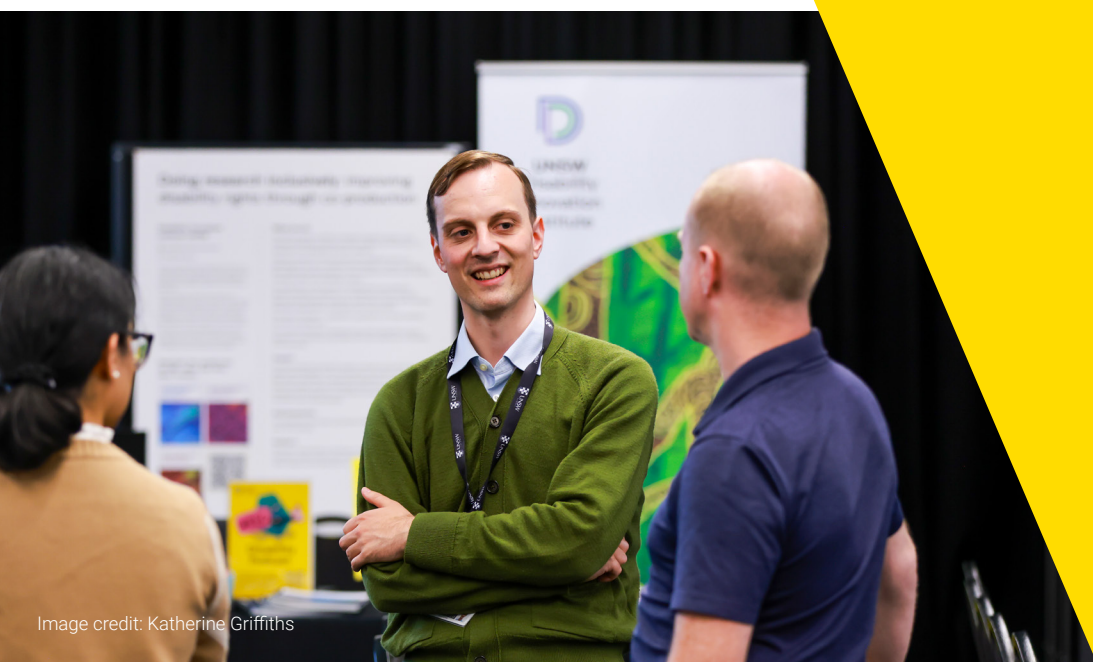


Image credit: Katherine Griffiths

The Library Exhibitions program is developed with faculty partners to showcase the University's excellence in research and education. The diverse displays from Special Collections were complemented by innovative public programs that fostered engagement and discovery. These dynamic exhibitions captivated staff, students, and the wider community, reinforcing our commitment to cultural enrichment and academic excellence. As well, through object-based experiential learning, students gained immersive, hands-on experiences that connected knowledge with interpretation and creative practice.



### Materials Revolution

From March to September 2025, the Materials Revolution exhibition showcased transformative research by the UNSW Centre for Sustainable Materials Research and Technology (SMaRT), led by Scientia Professor Veena Sahajwalla AO. The exhibition explored how we extract, produce, consume and dispose of waste to express a paradigm shift in how we can utilise materials and advance a circular economy system for future manufacturing needs. The exhibition was created using sustainably sourced materials.

### Revealing Riversleigh

Revealing Riversleigh presented fossils etched out of limestone to reveal why they hold such vital clues to our continent's past and how this knowledge can be used to better protect the future. Discoveries by teams of UNSW palaeontologists led by Professor Michael Archer and Professor Suzanne J Hand, demonstrated how Australia's unique wildlife evolved adaptations to cope with the cycles of natural climate change that reshaped the continent's vast, ancient rainforests into the open forests, woodlands, and grasslands of today. The exhibition ran from September 2025 to March 2026.

### Inflexions and Interactions

This exhibition spanned all three UNSW Library exhibition spaces: Main Library (Levels 3 and 5) and the Paddington Library. Colour: Inflexions and Interactions showcased a curated selection of scientific, artistic, and philosophical works on colour theory and light, complemented by colour charts and other printed materials. From exploring energetic wavelengths to appreciating the fluidity and behaviour of colour across diverse contexts, this display invited viewers to revisit the foundations of colour theory through a rich interplay of books and visual resources.

### Yanyimingaya muday Ngurrawa / Walk softly on Country with me

Developed in partnership with the School of Humanities & Languages, this display of artworks used a combination of motifs and patterns common to traditional Dharug art. The artist, Anissa Jones, provided audio offerings for each artwork and Dharug language workshops were run by Anissa during UNSW Languages Festival 2025.

### Drawn to Extinction

The Law Library hosted a display of books and artist reproductions that explored the visual legacy of the Tasmanian tiger as an Australian icon and a cautionary tale imprinted onto our cultural memory. It's tragic demise is a cautionary tale of how fear, misinformation, and delayed conservation efforts can lead to the loss of an entire species.

# Our People

Results from the Insight Staff Engagement Survey indicated that our people are seeking more University engagement, innovation and recognition. As a whole, staff satisfaction continued to increase across the Library organisation.

Our faculty engagement strategy, combined with findings from the Insight Survey, led us to form many University collaborations including the University policy development, contract lifecycle project, researcher experience project, SDG showcase, data governance, and multicampus preparations including Bengaluru, India. We continued to provide our annual Faculty Reports and representation on University committees.

Numerous innovation sessions were facilitated by Library staff, which created a collaborative environment for staff to collectively ideate service and process innovations as well as continuous improvement initiatives.

We also implemented a continuous Reward & Recognition staff program in addition to the annual awards celebration.

Throughout 2025, the Library hosted seven insightful Under the Hood sessions designed to foster knowledge sharing and collaboration. These sessions brought

together internal experts and external guests to showcase innovative projects, everyday workflows, and strategic initiatives. Topics spanned a wide range of interests including the UNSW Art Collection, electronic access, Digital Library Initiatives (DLI) system monitoring, UNSW Archives, and the Library's Peer Mentor program. This series continues to strengthen professional connections and deepen understanding of the diverse work that underpins our services.

In 2025, UNSW Library welcomed several new key staff appointments across various departments, including James Conroy as Director, Information Services. These additions strengthen the Library's capability to advance priority initiatives and deliver high-quality services. To support effective onboarding and collaboration, all new staff participate in a meet-and-greet with the Library Executive Team.

UNSW Library strengthened its national and global leadership and engagement through active participation in professional groups and major conferences. At the Council of Australasian University Librarians (CAUL) Conference in Perth, our representatives contributed to strategic discussions on content procurement, copyright, and open knowledge initiatives, while building collaborative networks across Australasia. Martin Borchert, University Librarian's



involvement in the CAUL Board, CAUL procurement with major publisher negotiations, and Group of Eight Librarians meetings ensured UNSW's voice was part of shaping national priorities and future directions for academic libraries.

Internationally, Martin Borchert attended the International Association of University Libraries (IATUL) conference in Shanghai where he was elected to the IATUL Board. Martin also co-presented a workshop on implementing shared activity-based workspaces and change management for staff. In Tokyo, Martin joined the Confederation of Open Access Repositories (COAR) Conference Board and attended the COAR conference, delivering a regional report and engaging with global leaders on advancing open science infrastructure and rights retention policies.

These discussions pave the way for collaborative opportunities at International Data Week in Brisbane, where Fiona Bradley and Gerry Devine from the Research & Infrastructure team showcased UNSW's leadership on the world stage. Gerry presented on our persistent identifier (PID) work at the Research Data Alliance (RDA) Libraries for Research Data Interest Group, while Fiona delivered a keynote address, and joined a plenary panel on equity and

open infrastructure alongside colleagues from Australia, Brazil and Canada. Her keynote highlighted international work through the International Federation of Library Associations and Institutions (IFLA), open science monitoring, technological challenges to open infrastructure, and how UNSW Library positions its services in this evolving landscape. With over 700 delegates in attendance, this event provided a significant platform to share UNSW's expertise with a global audience of researchers and data leaders.

UNSW Library also demonstrated thought leadership at The Higher Education Technology Agenda (THETA) conference in Perth, where staff presented on cultivating critical thinkers through digital knowledge spaces and object-based learning, as well as sustainable exhibition design. Special Collections and Exhibitions Curator, Meg Fizell, presented on eco-friendly practices, earning the Audience Best Presentation Award. These contributions underscore our commitment to innovation, sustainability, and advancing open knowledge and learning excellence across the sector. Digital Experience and Innovation, Associate Director, Gaith Bader, attended the International Group of Ex Libris Users (IGeLU) Conference in Sienna, Italy.



# 2025 in Pictures

## Revealing Riversleigh - Beyond the Glass

To celebrate National Fossil Day, the Library's Exhibitions team hosted a Beyond the Glass tour to explore Australia's ancient fossils. This event utilised inquiry-based strategies and tactile engagements to examine the prehistoric fossil record, offering attendees unique sensory insights into the extraordinary discoveries from the Riversleigh World Heritage Area.



## The Heart - Canberra City Campus

The Heart is a central support hub for students at the UNSW Canberra City Campus. Its support services team includes a Senior Academic Engagement Librarian who connects students with UNSW Library's extensive electronic resources and research services to support their studies.



## Scholarly Resources for AI series

The Library's Scholarly Resources series showcased AI-enhanced discovery tools supporting research and education. Held in the Library's new Digital Knowledge Space, the in-person workshops enabled interactive engagement and practical learning. The sessions successfully integrated leading technology with established research methods, ensuring the UNSW community remains at the forefront of innovation.



## Student Engagement Events (Welcoming & Belonging)

The Library ran a series of student engagement events that helped new students feel welcome and connected from the start of their UNSW experience. Events like the Library Scavenger Hunt, Caffeine, Cookies and Conversations and Create Cute Bag Charms allowed students to connect, build a sense of belonging and learn about Library services.



## Library Peer Mentors

Library Peer Mentors played a key role in supporting student transition and engagement. Through weekly events and one-on-one consultations, Peer Mentors shared their experience, answered questions, and helped students navigate the Library, study expectations, and available support services.



## Library Hacks (Confidence with Library Skills & Services)

Library Hacks workshops supported students to build foundational digital information skills and confidence using Library services. Through practical demonstrations and interactive activities, students learned how to find help quickly, use key tools effectively, and make the most of Library support services to succeed in their studies.



# Library Top Fives Most In-Demand

## Top 5 UNSWorks items by download

[Ryan et al. Protocol for an HIV Pre-exposure Prophylaxis \(PrEP\) Population Level Intervention Study in Victoria Australia: The PrEPX Study. 2018](#)

**Journal Article**

**8,189** downloads

[Papp, Zilia. Investigating the influence of Edo and Meiji period monster art on contemporary Japanese visual media. 2008](#)

**Thesis**

**3,547** downloads

[Owen, June. Marjorie Barnard: a re-examination of her life and work. 2017](#)

**Thesis**

**3,141** downloads

[Li, Nan. Media Politics: how is the media agenda of Chinese television set by the state, market, and civil society? 2007](#)

**Thesis**

**2,994** downloads


[Breukelaar, Jennifer S. Heroics of the false: a new look at noir. 2007](#)

**Thesis**

**2,837** downloads

## Top 5 Leganto course lists by usage

|   |                                    |
|---|------------------------------------|
| <b>PHCM9012</b><br>Health Promotion<br>& Social Perspectives<br>of Health T3 2025 | <b>51,698</b><br>(127 per student) |
| <b>LAWS1230/JURD7130</b><br>Lawyers, Ethics and<br>Justice T2 2025                | <b>42,758</b><br>(158 per student) |
| <b>MGMT5050</b><br>Responsible Business<br>Professionalism<br>T1 2025             | <b>41,487</b><br>(42 per student)  |
| <b>MDIA5001</b><br>Writing for Media<br>T1 2025                                   | <b>38,123</b><br>(44 per student)  |
| <b>ZHSS8203</b><br>Foundations of Modern<br>Strategy S1 2025                      | <b>11,521</b><br>(127 per student) |



UNSW Library acknowledges 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.

#### **LIBRARY EXECUTIVE TEAM**

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