2,881,963 clients through the doors
A combined gate count for UNSW Sydney and UNSW Canberra

Library expenditure on information resources
$21,831,354

Library floor space
65m² per 100 students

Library seats
3,649 seats
9 seats per 100 students

Library staff
2.5 FTE
Library staff for every 1000 members of the UNSW community

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ELISE quiz in Smart Sparrow

2016 saw the launch of the pilot project to transform the educational design underpinning the ELISE Quiz using Smart Sparrow adaptive learning technology. The aim was to provide the learner with a more active role in an engaging and personalised learning space, using authentic, adaptive learning pathways based on individual knowledge. A pre-test, 4 lesson modules with interactive activities and real time feedback were designed to complement the ELISE quiz to embed students' knowledge and understanding of the academic skills required to study effectively and ethically UNSW.

Enquiries

There were 86,750 face to face enquiries in the three UNSW Library Help Zones, a 20.5% increase on the previous 12 months. In terms of digital experience there were 53,655 knowledgebase views and an increase of 12% on the previous 12 months. Online enquiries declined by 6% to 7,172. This decline demonstrates the constantly increasing role played by the knowledgebase in providing clients with the answers they want at the time of need.

Leganto trial

UNSW Library was a development partner with Ex Libris for Leganto. Leganto software works with Moodle and the Library Management System allowing teaching staff to create course material lists for their students. It provides teaching staff with a simple and flexible way to create lists while streamlining Library processing. UNSW piloted Leganto in semesters 1 and 2 with a total of 33 courses using Leganto lists during the year. Feedback from the trial was overwhelmingly positive and the decision was made to use Leganto to create and manage course resource lists in 2017.
A ROC
Following the discontinuation of the HERDC publications return by the Department of Education and Training, the Library initiated a University wide consultation process to establish an internal research outputs collection to capture annual, point-in-time data on original research outputs. The Annual Research Outputs Collection (A ROC) incorporates ERA non-traditional research outputs for the first time, significantly enhancing the University’s capture of data on research activities.

UNSW Works
More than 5,000 new publications were added to UNSWorks, a 46% increase from 2015, bringing the total collection of research outputs from UNSW staff and HDR candidates to >21,000. The service was enhanced with a badge displaying download counts of open access content and display of ORCID IDs of UNSW authors. A Library service adding DOIs to content in UNSWorks was also implemented.

ResData Management
The ResData research data management planning service was enhanced, following its release in 2015, with a simplified process to enable UNSW staff and HDR candidates to store research data in the UNSW Data Archive. New features in ResData allow publication of UNSW’s open access research datasets (>10GB), citation of data with DOIs, and identification of links between research data and associated publications.

ROS
A wide range of enhancements to UNSW’s Research Outputs System was introduced to ensure greater automation of publication collection and deliver a more streamlined, user friendly interface. The ROS / ORCID integration allows researchers to sign up for an ORCID from within ROS and automatically identify and claim publications linked to their ORCID profile.
World class resources

Our collection
UNSW Library provides one of Australia’s leading research library collections of databases, ejournals, ebooks, online video, datasets and historical print collections. The ebook collection was doubled. Print book loans declined. The Water Reference Library was absorbed by the Main Library collection. Significantly, Pearson etexts became available online.

Digitisation
The Library embarked on an ambitious five year digitisation plan, employing new scanning equipment and additional staffing. The UNSW publications made available online were Tharunka (1953 - 2010), UNIKEN (1975 - 2004), faculty handbooks, Art in Australia (1916 - 1942) and Centre for International Finance and Regulation (CIFR) collection. An additional 1,406 UNSW theses were also made available online via UNSWorks.

Library website
UNSW Library launched a revamped, graphic rich and responsive website in September. A single search box provides results for the first time across the Library collection, website, knowledgebase answers and other external web based material. Discoverability of our content and services has increased with approximately 2/3 of traffic flow coming from search engines.

Study spaces
February saw the opening of a new Postgraduate study space on Level 4 of the Main Library. Available to all postgraduate students, the space provides almost 200 additional student led spaces including 134 individual study desks, 4 group study rooms, a kitchenette, dining area and a variety of loose furniture. The space has proved very popular with over 160,000 visits by the end of 2016.

www.library.unsw.edu.au
Thank you so much for taking the time to talk through the ‘open access’ resources with me and for these follow-up links. I will start working with Leganto and will schedule a follow-up if needed. Really appreciate your wonderful help.”
- Built Environment UNSW

“I think the ELISE program is a great opportunity for students to update or maintain their knowledge on good academic practice, and that by discussing all aspects of the UNSW academic process in such a relatable, and well set out manner makes the quiz worthwhile.”
- Student feedback on ELISE quiz

“Your service is very helpful. Without your help, I guess I will exert double time and effort but did worse job for my research. Additionally, after your consultation, then I know UNSW provides very rich resource for students. Actually, a lot of resource, we just do not know. You did very great job and thank a lot for all your help.”
- UNSW Business School, PhD student

“Thanks so much for this great advice! Perhaps best for me is to play around with SciVal this week, and if I’ve any outstanding questions I could come and meet you at the end of next week. I managed to import our entire BEES academic staff and can now compare with them, plus researchers in my field also.”
- BEES Researcher

“I would like to thank the Academic Services Librarian for her excellent consultation and taking time to answer all of our follow-up questions too. I cannot thank her enough for the progress I’ve been able to make with two large ongoing literature searches with the help of all the advice from her. I really appreciate having the possibility for such consultation service.”
- Academic staff, Centre for Big Data

Research in Health, research consultation

“I love the black search box!!!! It gives a somewhat sleek feel!!! The front page is very neat and not clutter with information. One glance, I get the essential info I need. Love the colour scheme too, somehow the clever use of black really gives a nice look and feel. I thought it is a good idea to feature the staff, does it take lots of convincing to get them to do that?”
- Vincent Ong
Access Services Team Leader
Singapore Management University