

# LIBRARY ANNUAL REPORT 2020



Library at  
**Flinders**  
UNIVERSITY





# FLINDERS UNIVERSITY'S MISSION

To be internationally recognised as a world leader in research, an innovator in contemporary education, and the source of Australia's most enterprising graduates.



Students in the Medical Library



Students in the Central Library

Through its operations and service delivery, the library contributes to, and supports, the university's mission and vision.

## FOR FURTHER INFORMATION

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**Disclaimer**  
Every effort has been made to ensure the information in this publication is accurate at the time of publication. You can find updated information on our website at [flinders.edu.au](http://flinders.edu.au)

**Cover image**  
Flinders University Bedford Park Campus Hub

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Friendly library staff at the Sturt Library

# VISION

Changing lives and  
changing the world.

**OUR LIBRARY TEAM IS  
RISING TO NEW CHALLENGES  
AND WORKING SMART AND  
HARD TO SUPPORT GREAT  
RESEARCH AND EDUCATION  
AT FLINDERS.**



# MESSAGE FROM MARK GREGORY

## VICE-PRESIDENT CORPORATE SERVICES

The Flinders University Library is a pivotal resource, instrumental in supporting the achievement of the university's goals and mission. Our team is dedicated to enabling equitable access to information, the library is critical to the university's learning and research endeavours.

Libraries across the world have undergone considerable transformational change resulting from digital disruption, the introduction of new technologies, and the dramatic shift in expectations, resource use, and borrowing patterns of library clients. Physical book borrowing via a visit to the library has declined sharply, while demand for 'any place, any time' access to the digital collections, has soared. At the same time, the publishing world has consolidated globally, leading to more aggressive library economics that require new strategies for acquisition of essential library materials.

The year 2020 was a year like no other with many challenges posed by the pandemic. I would like to take this opportunity to recognise the contribution of all library staff, who rose to the challenge amidst the uncertainty, to develop innovative approaches to ensure continued delivery of a seamless library experience.

As a university committed to leading by its values of: integrity, courage, innovation and excellence, and above all, remaining true to our student centred ethos, our library staff demonstrated and excelled in their commitment to operating by, and upholding these. Their work is key to delivering an exceptional educational experience.

I thank all our customers on behalf of the library staff for working with us and making this yet another outstanding year – one all the more remarkable for the unprecedented challenges we all had to face, and the opportunities created from them.



# MESSAGE FROM PRASHANT PANDEY

## DIRECTOR OF LIBRARY SERVICES

The year 2019-2020 was certainly interesting! We started the year by developing new strategic library goals designed to reflect the university's core values. In these goals, we have outlined our commitment to continuously improve our service to our community. Libraries exist at the intersection of arts, science, and technology and most recently, technology has been more viral than the virus itself. My team, along with the library sector, has been on a transformational journey in response to the digital disruption, information deluge, and evolving expectations of our academic colleagues and students. As the Director of Library Services, my vision is to enable new types of innovation and creativity in the library that will make a real difference for both students and staff. I view the library as central to the whole academic experience and so, we continue to build effective partnerships to advance the library's services, and to contribute to strategic developments such as 'Flinders Academic Commons' that focuses on supporting students' active learning.

### COVID-19 disruption and response

We could not have predicted the unprecedented circumstances arising from COVID-19. I am so proud of how all library staff contributed to the university's response. The entire library team's agile response to the pandemic embodied my personal mantra that the library must be SMART: Service orientated, Mission critical, Accessible, Relevant, and Technology enabled. We remained true to this SMART delivery in times of heightened difficulty, and supported our students, broader university staff, and each other, with professionalism, grace, empathy, and a customer focus. Rising to the challenge posed by the shut-down, our team and the university libraries' services, were well prepared to deliver resources online. We have millions of electronic resources including e-books, e-journals, audio and video streams readily available to our students and faculty regardless of their physical location, which is obviously highly beneficial in COVID times. Our librarians' experience providing internet chat reference services, and offering online programs, helped us to prepare for the unusual situation caused by the pandemic.

One external student living in Brisbane personally thanked the main library, Sendit and Document Delivery Service teams "for amazing customer service throughout 2020", noting that: "Every resource I enquired about was resourced and delivered in a timely way, and I felt the staff went above and beyond to source some fairly ancient and unusual material. So thank you for a job really well done."

COVID-19 constrained only two library services, access to print collections and limited entry to physical library spaces. All other services moved online. During the campus closure and phased re-opening, the virtual library was (and continues to be) 100% open and available. Instruction, research consultations, reference services, special collections consultations, and digital interlibrary loan, are all possible remotely. The initial service usage data demonstrates the positive uptake of these online services, and in most cases, we were able to engage more users than at the same time in 2019. For us, COVID-19 has fast-tracked the transformation within the library, and our users have adopted this transformation. The challenge enabled us to explore solutions and develop new services that we continue to evolve and improve upon. We unveiled two key strategies that will allow us to deliver to the university's strategic plan: The 2025 Agenda, and in particular, to the Education and Research engagement strategies. The library is also deepening its commitment to the university's Reconciliation Action Plan (RAP), with two library staff represented on the RAP Working Group. Additionally, we continue to explore partnerships with our colleagues across the university community, to increase respectful recognition, knowledge, and awareness, of Aboriginal and Torres Strait Islander cultures, histories, and contributions. Finally, during 2020, we farewelled some long-term colleagues: Rosemary Lee, and Associate Librarian, Tom Snook. They are both missed, but we know they are relaxing and enjoying their respective, well-earned retirements. I hope you enjoy reviewing the highlights of the extraordinary academic year that was 2020, and the library's significant accomplishments.



**2020 WAS THE YEAR OF LEARNING AND STRATEGY DEVELOPMENT.**



# EDUCATION

## Service Orientated

The library launched a new Service One offering (Service One is Flinders University's automated self-service system) to assist teaching academics to source user-friendly and sustainable online resources for their topics. This was in direct response to access issues for students, exacerbated by COVID-19.

## Mission Critical

The year 2020 was one of strategy development for the library and its learning, teaching, and research objectives. We crafted the *Library Education Engagement Strategy* to compliment the *Research Engagement Strategy*. The *Education Engagement Strategy* was socialised across the learning and teaching community via each of the six College Education Committees, and it was additionally noted by the members of the Education Quality Committee. Building on work already underway, the strategy envisions a sustainable service model. We also implemented a process to seamlessly provide library feedback to colleges, about their topic and course changes.

## Accessible

Textbooks remain a hot topic in teaching and learning. During the year we aimed to increase accessibility and usability for our students and teachers. A notable achievement (delivered in conjunction with colleagues from Information and Digital Services) was the provision of an online textbook request form, in the university's online request platform, Service One. Our team also worked with the Student Experience team to share the textbook list with students. In 2020 we also endeavoured for a seamless migration to Booktopia, the new supplier of textbooks for students.

A key project was also piloted within five topics across the participating colleges: Education, Psychology and Social Work; Humanities, Arts and Social Sciences; and Science and Engineering; to deliver tutor-led information and digital literacy training.

## Relevant

The library also moved to an e-preferred content acquisition model, to support learning and teaching. However, the inequalities in the resourcing of a modern curriculum remain. These are most apparent in the 'unfriendliness' of many publisher models for the purchase and delivery of textbooks by the library. In 2020 we worked with academics in over 30 topics, to provide a better resource experience for thousands of students. We will continue to engage our academic community and publishers to find the best solutions for the provision of learning materials.

The Library Services team worked hard to support students and teaching academics as they transitioned into more online study during 2020. They began a chat service, and at the request of academics, library staff were available to ensure 'Collaborate' (online Moodle platform) sessions went smoothly for students and teachers. Library Services also offered critical frontline support for the first fully online examinations at Flinders.

## Technology Enabled

During the lockdown and throughout the rest of 2020, the Learning and Teaching Services team took advantage of a reduced demand for face-to-face teaching support, to design the Information Literacy Gateway. The gateway holds many resources for both teaching academics and students. It also provides access to four modular Moodle topics: *Learning online*, *From readings to referencing*, *Library world* and *Searching with confidence*. These topics are designed for both discrete use, and as part of a larger information literacy program. In response to feedback from some teaching academics, in 2021, the team will investigate how to incorporate greater personal support within the gateway.



**1.6m**  
VIEWS OF LIBRARY  
FLO GUIDES

**680K**  
READINGS LIST VIEWS

**700K**  
FULL-TEXT VIEWS

**“AN INCREDIBLY HELPFUL SERVICE WITH EXPERIENCED AND KNOWLEDGEABLE LIBRARIANS. STILL PROVIDING EFFECTIVE EDUCATION AND ASSISTANCE WITH SEARCH STRATEGIES OVER ZOOM IN THESE DIFFICULT TIMES.”**

Student



# RESEARCH

## Service Orientated

In April, the library launched an Extended Systematic Review Service pilot, with defined service delivery guidelines. By year's end, the College and Research Librarian team had supported over 100 systematic review projects, with overwhelmingly positive feedback.

## Mission Critical

The Library Research Engagement Strategy was developed in consultation with all library staff and relevant stakeholders across the university. It is an important document that outlines the areas of focus necessary to align library services with the university's 2025 Agenda, over the next three years. It also identifies the essential requirement for library staff to work together as one team, to support the university's vision to be a world leader in research.

## Accessible

While initially unplanned, the move to online-only delivery of library research workshops and appointments during COVID-19, provided the impetus for a major improvement project that has delivered equity of access to these sessions, especially for our rural and remote researchers. We recorded an increase in attendance which averaged over ten participants (up from 14 to 24) per session. Due to this success, online and hybrid models will continue to be the preferred delivery modes in the future.

## Relevant

The Open Researcher and Contributor Identifier (ORCID) has become the standard mechanism for recording research in Australia. The Australian Research Council (ARC) now manages research outputs for grant applications through the ORCID records. The library has committed to 100% compliance into 2021.

## Technology Enabled

By automating and outsourcing other transactional processes during 2020, we were able to dedicate library staff time to validating contributions to ResearchNow (Flinders University's research management system). In 2020, over four thousand (4,102) research outputs were made available by Open Access.

In August, we implemented RapidILL to improve document delivery for Flinders University staff and post-graduate students. RapidILL provides very fast, cost effective article requesting and delivery through interlibrary loan. Potentially, this service is unmediated and may provide PDF copies within 24 hours.

**16.4K**  
RESEARCHNOW  
OUTPUTS VERIFIED

**275**  
THESES DEPOSITED & MADE  
AVAILABLE AS OPEN ACCESS

**1.7K**  
ENGAGEMENTS  
with the research community,  
including workshops &  
individual consultations




Staff and students exploring the Special Collections


**IN 2020 WE EMBRACED ONLINE SUSTAINABLE DELIVERY OF DIGITAL LITERACY BY CREATING TWO NEW ONLINE TOPICS AVAILABLE TO ALL STUDENTS.**

# QUICK STATS

**1.7m**  
Titles available to students  
**58% DIGITAL**

 **MORE THAN 11m**  
ELECTRONIC RESOURCES USED

**#1**  
Voted No. 1 of all  
**FLINDERS SERVICES**  
\*2020 Flinders Professional Services Survey

**29K**  
Resolved phone calls, emails  
& face-to-face queries

**21K+**  
New book acquisition  
 **94% eBOOKS**

**3036**  
**PHYSICAL ITEMS**  
withdrawn from collections

**RATED 8.39\***  
up from 8.30 in 2019  
\*2020 Flinders Professional Services Survey

**7.5K**  
Document delivery requests

**3K**   
Items supplied via Sendit  
**REMOTE STUDENTS**

 **6**  
Executive advisory  
subcommittees established

# PEOPLE & CULTURE

**THE LIBRARY IS THE HEART OF THE UNIVERSITY, AND IT'S OUR PEOPLE THAT MAKE THAT HEART BEAT. IT IS THROUGH THE SERVICES AND SUPPORT DELIVERED BY OUR STAFF, AND THEIR TIRELESS 'BEHIND THE SCENES EFFORTS', THAT OUR STUDENTS CAN ACCESS THE RESOURCES THEY REQUIRE, AND ARE ENABLED TO SHINE.**

## Service Orientated

The year 2020 will be forever characterised by the impact of COVID-19. Despite their own personal fears and hardships, library staff remained committed to the Flinders University values of integrity, courage, innovation and excellence. Most of all, they sustained their commitment to the underlying ethos of being student centred. During the time of concern and uncertainty, we were very conscious of the imperative to ensure continuity of learning and research, while keeping students and staff safe.

Our team rose to the challenge of delivering most services online while working from home. Also, given the closure of library buildings during lockdown, we moved computers into alternative study spaces, and contributed to the staffing of the university's face-to-face service point for international students. We temporarily provided space in the Medical Library for Medical Records staff to support physical distancing in the Flinders Medical Centre.

## Mission Critical

The response to COVID-19 truly tested our mission critical and commitment to 'delivering agile systems, processes and functions that facilitate and enhance our academic mission\*'. Through a team approach, we embraced a learning mindset, and adapted to new ways of working online with complex systems and processes, in order to provide access to key library resources.

Staff changes in 2020 also reflected library management's ongoing strategies to create efficiencies in service delivery, and to further develop staff capabilities to multiskill, and work in areas of high value. For example, physical collection processing has been streamlined, and so the Information Management Team now has responsibilities for both university records management, and library metadata functions.

## Accessible

The year was one of contrasts. While COVID-19 necessitated an initial closure of physical spaces, upon re-opening, we worked to extend 24/7 access to the central Bedford Park, and Sturt spaces and collections. We improved audio visual facilities in the study rooms, and created an additional Adaptive Technology room at the central campus. Additionally, our team worked with the Student Learning, Support Services, and Careers teams to activate the 'Commons' space as a work in progress for the creation of connections, community, and knowledge.

## Relevant

The demand for online support continued in all areas, with an increase in requests for some services. We initiated a service to assist teaching academics to find user friendly online resources for their topics. This provides opportunities for essential ongoing conversations between librarians and academics about the future of resources in the curriculum, including the use of licensed, subscribed material, and open education resources.

## Technology Enabled

During COVID-19, we worked with publishers and the Council of Australian University Librarians (CAUL) to increase electronic access to required texts and resources. Working with colleagues across the university, we looked to ensure that our international and offshore students could access key resources. The library adopted an e-preferred content acquisition model, however, following feedback from the College of Humanities, Arts, and Social Sciences, we will work in future to ensure that a relevant physical collection is more accessible, even in lockdown.



**Improvement on staff spaces (COVID-safe, paint & artwork refresh, technology updates & introduction of plants)**



**Sustainability initiatives included recycling of soft plastics & stationery**



**Weekly coffee with Director: every week a staff member was picked to have a chat with the Director**

\*Agenda 2025: People and culture



# ENGAGEMENT & IMPACT

## Service Orientated

The year 2020 brought to the fore the importance of communication. We realised that in times of disruption and change, there is a greater need to build connections, and strengthen relationships, by keeping our community informed about what we are doing, and how they can work with us.

To this end, we formed a Library Communication and Culture Committee where staff from across the library worked (and continue to work) together to strategically promote library activities. The committee's work is gaining traction with staff, and we are noticing a much more coordinated and professional approach to communication across all channels.

## Mission Critical

We expanded our engagement with teaching staff across the colleges, and also the Centre for Innovation in Learning and Teaching, (by working through Educational Quality processes), to promote best practice in using the library as a resource in teaching and learning.

Two staff members were proud to represent the library on the working group that developed the university's Reconciliation Action Plan (RAP). Alisha Uswatte from the Office of Indigenous Strategy and Engagement presented on how the library could help progress the goals of the RAP.

In an initial project supporting the library's commitment to the RAP, we worked with the team from the Flinders University Museum of Art (FUMA), to refresh the art works throughout the library, and display over 50 beautiful pieces by Aboriginal and Torres Strait Islander artists. The library has adopted a preferred Aboriginal suppliers' policy; we have also commenced the implementation of protocols recommended in our sector to avoid racist and discriminatory practices both in the description of our collections, and the way in which we provide services and present library spaces.

**50+** ART PIECES BY ABORIGINAL & TORRES STRAIT ISLANDER ARTISTS DISPLAYED

**WE, ALONG WITH THE REST OF THE WORLD, LEARNT MANY LESSONS THAT WILL INFORM OUR SERVICES AND INFRASTRUCTURE DECISIONS INTO THE FUTURE.**

## Accessible

Starting with the Anton Lucas project (with its collection of Indonesian resources), library staff are exploring the use of existing functionality to showcase our Special Collections. The library is also investigating the possibility of enabling streamlined access for all students to the resources of the South Australian Public Library system. We have been awarded a Student Services Amenities Fee grant, for this project. The aim is to provide students with resources such as: audio books, current literature, and LinkedIn Learning, thereby encouraging lifelong learning with resources beyond what is traditionally offered in academic libraries.

## Relevant

Library staff contributed their knowledge and expertise by participating in broader university events. Library leaders, Prashant Pandey (Director of Library Services) and Liz Walkley Hall (Associate Librarian, Collections, College and Research Services), joined Karen Ashford (Director, Media & Communications) and Professor Tara Brabazon (Dean of Graduate Research) to explore the opportunities of Open Access for Flinders researchers and our emerging student researchers.

Liz Walkley Hall also joined the panel of the October 20 Brave Lecture, *Mind games: building blocks for mental health* with Professor Mike Kyrios and research leader, Joep Van Agteren. Liz contributed her expertise concerning the importance of Open Access for the dissemination of accurate research, and evidence-based trusted information.

## Technology Enabled

The year 2020 was definitely a year where people around the world relied heavily on technology to support their business as usual. The library was no exception! In order to provide library services to our community of nearly 30,000 students, staff, prospective students, and alumni, we depended upon the extensive ecosystem of technology infrastructure. And we, along with the rest of the world, learnt many lessons that will inform our services and infrastructure decisions into the future.

**18** TAKEDOWN NOTICES ISSUED TO REMOVE FLINDERS COPYRIGHT MATERIALS FROM 3RD PARTY SITES

# WHAT'S NEXT?

**WE WILL MAKE IMPROVEMENTS THAT WILL ENHANCE THE USER EXPERIENCE WHEN SEARCHING FOR LIBRARY CONTENT AND RESOURCES.**

## The library's goals for 2021 and beyond encompass:

- building our people capacity and driving a satisfying workplace culture
- enabling research communication and data management
- supporting the university's teaching and learning activities with a focus on blended and online approaches
- enhancing engagement and impact through streamlining channels and improving user experience.

## People and culture

We will continue to reshape the Library team to increase service efficiencies, and to enhance staff communication and satisfaction.

## Research

We will:

- help the university research community increase the uptake of ORCiDs
- launch a new research data repository and data management service
- improve primary recording of research data
- improve web-based support for researchers (including guidelines and practice)
- support revision of the Research Publication, Authorship and Peer Review Policy.

## Education

We will:

- operationalise new recording booths for recording and delivering online lectures
- develop online topics with sustainable support for learning and teaching in health and law
- align 'book a librarian' (one-to-one appointments) with the teaching curriculum and the integrated model of service delivery envisioned by the Commons
- implement Rialto, an online system that will result in more efficient processes to purchase library resources, and improve discovery through FindIt.

## Engagement and impact

We will:

- review and rationalise the library's online information channels, including: webpage content, database A-Z listings and library management systems (upgrade)
- provide streamlined access to online resources of the SA Public Libraries system.

These improvements will enhance the user experience when searching for library content and resources.





