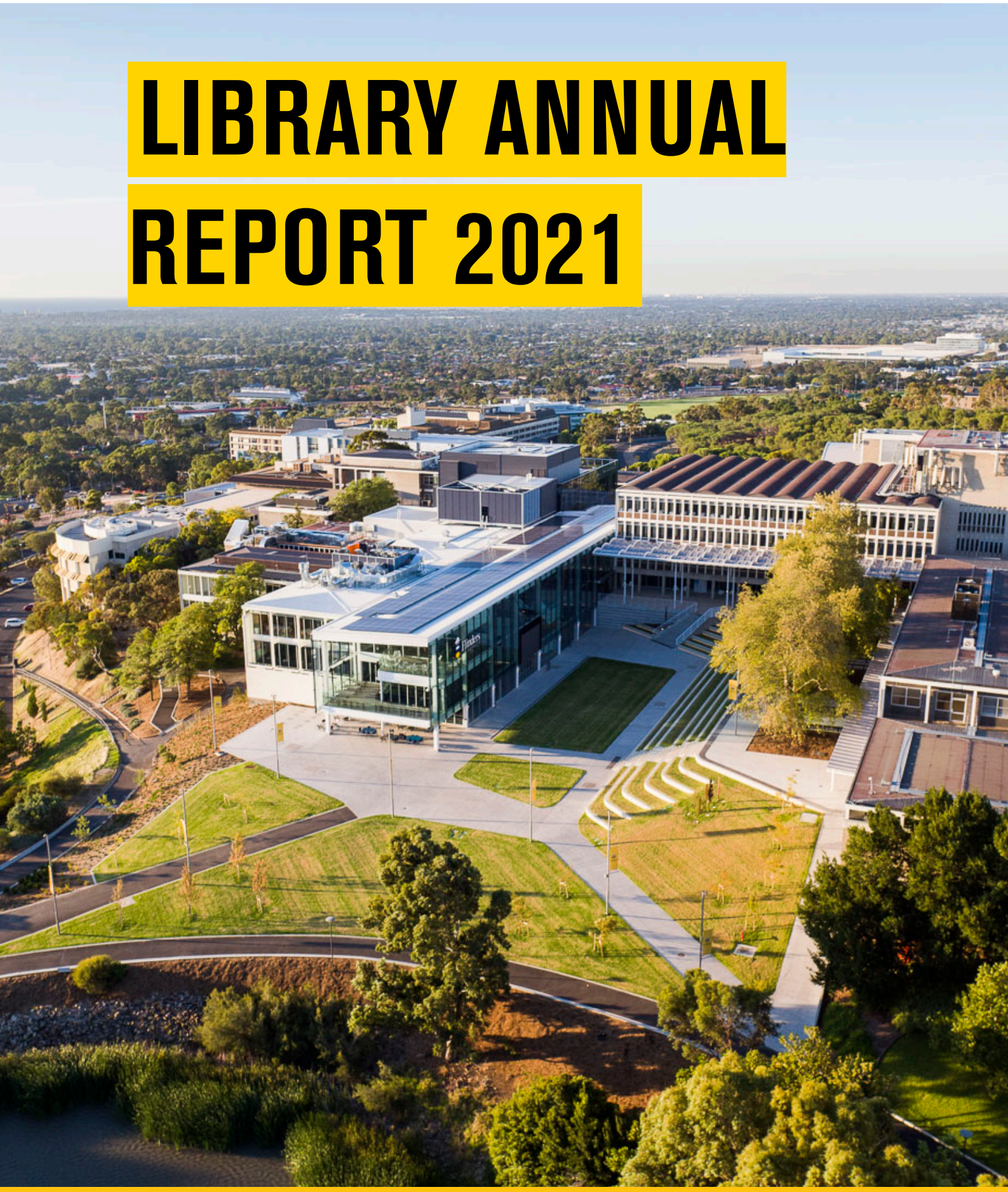
Flinders UNIVERSITY

LIBRARY ANNUAL REPORT 2021



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ACKNOWLEDGEMENT OF COUNTRY

Flinders University acknowledges the Traditional Owners and Custodians, both past and present, of the various locations the University operates on, and recognises their continued relationship and responsibility to these Lands and Waters.

FURTHER INFORMATION

Flinders University Library
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Disclaimer
Every effort has been made to ensure the information, including hyperlinks, in this publication is accurate at the time of publication. You can find updated information on our website at flinders.edu.au

The library has been a fantastic, pivotal resource during my studies - would be lost without it! 99% of the time I can find what I need quickly, and with the transition to more online, home-based study, the availability of online resources has been hugely beneficial. Whenever I'm on campus, staff are always friendly and helpful too. A credit to Flinders!

MESSAGE FROM THE SENIOR EXECUTIVE TEAM

As the Senior Executive Team of Flinders University Library, we are happy to present the 2021 Annual Report for the library. This Report captures and showcases the work the library has accomplished during the 2021 academic year while also celebrating how library employees strived to support the mission, vision, and values of Flinders University.

We wish to begin the 2021 Flinders University Library Annual Report by thanking our wonderful library community. The scale of collegiality, partnership, commitment, creativity, excellence, flexibility, and mutual respect throughout the year has been simply incredible. The library is central to the university and its mission, committed to changing lives and changing the world. Information and digital literacy, and access to global scholarship are critical to innovation in education and therefore the development of Australia's most enterprising graduates.

2021 was a year like no other. The challenges created by the ongoing pandemic required new and innovative approaches to connect our community to knowledge. Library staff rose to meet the community's needs with passion and care. Teams across our many library services developed new services while continuing to support users in a challenging year for everyone. Library staff continued to demonstrate resilience, community spirit and dedication in the face of rapidly changing situations, helping to minimise the impact of the pandemic for students and staff on their education and research.

The library's focus remained on our clients throughout the year, and some examples of client feedback are provided later in this report. Thank you to all the students, HDR candidates, professional and academic staff and vendors who have worked with Flinders University Library this year. The library has confidently delivered on our mission of transforming lives through championing equitable access to and engagement with knowledge.

The year was hugely successful for the library and individual staff. We received two awards in the 'Innovation' and 'Integrity' category in the annual Flinders Professional Staff Awards. The library's Reconciliation Action Plan (RAP) working group was also awarded the Vice Chancellor's recognition award for the library's commitment to the Flinders inaugural RAP.

Each number and piece of data in this report represents the dedicated and talented work of our library employees, students, staff, and faculty. Thank you for taking the time to read about our contributions to Flinders University's mission.

Prashant Pandey, Director, Library Services
Dr Danny Kingsley, Associate Librarian, Content & Digital Library Strategy
Liz Walkley-Hall, Associate Librarian, Engagement & Scholarly Communications

EDUCATION

Flinders University Library remains ranked in the first quartile of benchmarked libraries according to the national Library Satisfaction Survey. The survey provides important feedback from students about the library services, facilities, and resources that they value. The last survey was conducted in 2019 and it was heartening that, despite the disruptions of COVID-19, we have increased our overall performance ranking.[1]

Students said the library was doing a good job meeting their education needs, and online library use is increasing. These results validated the work the library completed throughout 2021. Interestingly many students still rely on the physical library as a place to study.

An area identified in the survey for future focus is to make more of students' topic specific resources available online. We continued to grow our "Online content for topics" service, receiving 86 requests for help from teaching staff to find relevant, high quality, and accessible online resources for topics. All resources recommended by the library are now available online at no cost to students, this included five textbooks adoptions that resulted in significant savings and a better online learning experience for students.[2]

"You've hit the nail on the head - every week there is material I can use."

Academic

In October the library was embedded in Course Loop, the university's digital platform for topic, course, and program approvals. This enables the library to provide input about topic resources and information literacy content at key development stages, contributing to the university's Educational Quality requirements.

The library has developed a new tiered service model. Promotion across the university is ensuring that information literacy support is delivered to all staff and students in a sustainable and equitable manner. Under the model, most demand is met by online self-service resources while group training sessions are offered at an identified point of need. The library continues to offer individual consultations when expert, personalised advice is specifically required.

Kate (Library) and Grace (SLSS) talk about exam preparation in Tuesdays in the Commons

The library's continuous improvement approach to online resource development is pivotal to the success of the service model. In 2021 we evaluated if our online information and digital literacy modules were meeting the high training needs received from health courses. As a result of the review we created a range of resources for health students with discipline specific context and content. These were integrated into our "Searching with confidence" FLO topic.

$65,000
TEXTBOOK
SAVINGS FOR STUDENTS

[1]Survey conducted on behalf of the library by Insync Surveys. 97% of respondents identified as students. Benchmarking performed against 19 other participating Australian university libraries. Weighted performance index was 83.6 up from 83.2 in 2019.
[2]Based on adopted textbooks recommended by the library which were available to students online at no cost. Savings determined by the RRP times the number of students enrolled in the topic.

Service Oriented	Top quartile in Library Satisfaction Survey
Mission Critical	Embedded in Course Loop and the information needs of course
Accessible	Tiered service model allowing immediate online access to support
Relevant	Online content for topic service
Technology Enabled	High tech recording pods available to university staff

Another online resource approach was the creation of a new Law Resources webpage after consultation with teaching staff. Addressing the unique information literacy needs of law students, the page consolidates and updates information from the retired law libguide, with additional resources such as quick guides, flow charts, and videos. Designed to be consumed in bite sized chunks, students can refer to information at their point of need. Education Engagement Librarian Heidi Savilla presented at the Australian Law Librarians' Association Conference in September on the development of information literacy in law at the university and shared her learnings.

"Things to think about when researching law" video available on the law resources webpage

Partly in response to COVID-19 restrictions, a blended approach was taken to group training conducted throughout the year. Starting with orientation, the library offered introductory sessions on campus and as online recordings from the orientation webpage. We observed good take up of both although there was slightly higher in-person participation, supporting the Library Satisfaction Survey finding that students identify the library as a place to connect and learn.[3]

482 INSTAGRAM ENGAGEMENTS

WITH TUESDAYS IN THE COMMONS

Building on this, the library hosted our first series of events in the Commons collaborative learning space. Library staff piloted a range of delivery formats until a successful approach was found. The end result was "Tuesdays in the Commons", a series of short 5-10 minute conversational information sessions held in collaboration with Student Learning Support Services. These topic sessions respected the time poor nature of student schedules and were live-streamed on the @hey_flinders Instagram account.

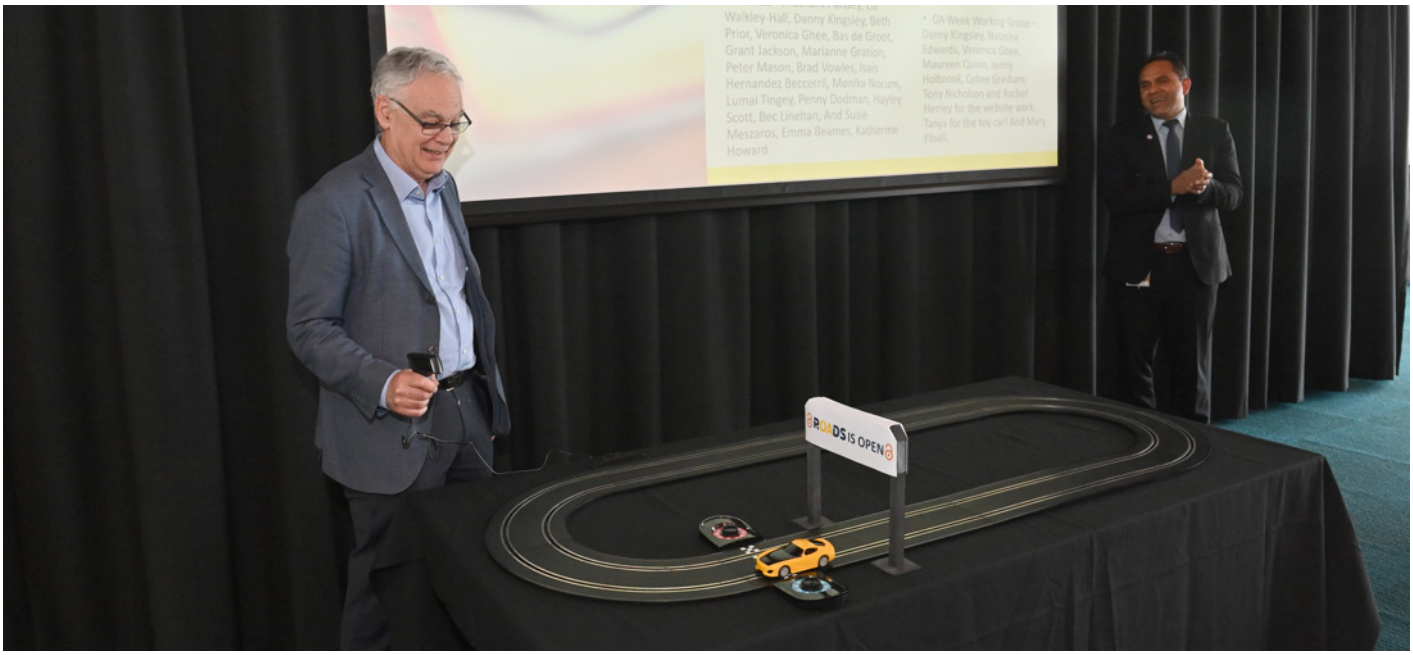
RECORDING PODS

BOOKED FOR 1,494 HOURS

Recording pods were also introduced at the Central Library, with the help of Information & Digital Services. The four pods are designed to support online learning and web conferencing and are equipped with high-quality cameras, microphones and lighting. Staff have enthusiastically embraced the ability to create videos, podcasts and live stream on a professional setting with the pods in high demand.

Sound proof recording pod available for staff

[3]477 students attended an event on campus with 353 views of the pre-recorded sessions.



RESEARCH

The library focussed on refining our research support services and reaffirmed our commitment to open access in 2021.

We adopted a collaborative approach, both within and outside the library, to accommodate the growing demand for systematic search support. The library's Academic Engagement teams worked together to introduce a new online self-paced FLO topic titled "Systematic literature searching". The topic is designed to guide newer researchers, including Higher Degree Students, through the systematic search process from preparing for a project through to reporting search methodology. An iterative design process was adopted with modules being released as they were finished.

We also established a pilot support program with a College of Nursing and Health Sciences systematic review club. The club was designed to uplift systematic search skills and provide participants with an opportunity to workshop problems and share experiences in a supportive environment. The group meets regularly and our librarians have played an important role in the first round of review projects.

The library contributed to the university's review of its "Authorship of Research Output Procedures", providing guidance on the correct use of research identifiers and by-lines to establish author affiliation to the university. This expert advice will ensure that the impact of university research publications is properly captured.

Image: Professor Robert Saint and Prashant Pandey at the launch of ROADS

The research bibliometrics webpage was updated, and a suite of online 'How-To' guides were developed to help researchers use bibliometrics appropriately. These include guides on foundational knowledge, such as how to clean up an academic profile, and range to detailed resources on understanding and using metrics from specific platforms. The importance of researchers maintaining an Open Research and Contributor ID (ORCiD) is emphasised throughout the guides.

"Librarians are a researcher's best friend."

PhD student

In addition to our online resources, the library has been actively engaging with colleges and working with them to ensure that researchers' ORCiDs are up to date in preparation for the next round of Excellence in Research for Australia (ERA) in 2023. The library is a member of all the ERA working groups that have been established at the university and actively contributes to the project establishing a sustainable framework for the ERA process into the future.

The library has played an integral role in open access since implementing the university's first institutional repository back in 2006. We maintain responsibility for its successor, ResearchNow, validating close to 9,000 research outputs in the past year, including 1,043 open access research outputs. However, our scope has also expanded to include open access to university research data and collections within our care, along with the management of Read & Publish agreements.

Service Oriented **M**ission Critical **A**ccessible **R**elevant **T**echnology Enabled	'How-to' guides in research metrics Partner in the successful delivery of ERA, validating close to 9000 research outputs Digitisation of Anton Lucas Collection Leading university shift to open access Launch of ROADS

The Repository of Open Access Datasets (ROADS) was developed in collaboration with Information & Digital Services as part of the CIP-funded Research Data Management as a Service project. The self-service research data management gateway enables researchers to deposit, and subsequently to cite and promote their datasets as research outputs in their own right, comply with funder and regulatory mandates, and reuse and share their open data with new collaborators. ROADS enhances the research reputation of the university and was officially launched in October. The university's Deputy Vice-Chancellor (Research), Professor Robert Saint cheerfully agreed to "open" ROADS with the aid of a Scalextric car set.

72 DATASETS DEPOSITED TO

ROADS

1,000 DOWNLOADS OF OA DATASETS

The Anton Lucas Digitised Collection was launched in November, in partnership with the College of Humanities and Social Sciences. Originally donated to the library in 2013, the collection reflects Indonesian history and politics, focussing on the time of the Japanese occupation and the Indonesian revolution. Selected items from the collection were digitised and made available online using our existing library management system. This has increased the exposure of the collection with researchers around the world now able to access these rare and unique materials.

ANTON LUCAS COLLECTION

384 items digitised

2,460 file views

654 file downloads

Anton Lucas Digitised Collection launch
(l-r) Kylie Jarrett, Dr Gillian Dooley, Associate Professor Anton Lucas, Mary Addyman, Pixie Stardust, Dr Priyambudi Sulistiyanto, Veronica Ghee, Jenny Holbrook, Prashant Pandey

The library established a Content Strategy Group with cross-team representation to ensure that our collection remains fit for purpose and offers a good return on investment for the university. A focus of the group has been to assess proposed Read & Publish agreements. In addition to access granted by traditional library subscriptions, these agreements allow university staff to publish their work open access without an additional article processing charge. Whilst the library has been involved in some small-scale trial agreements since 2020 the scope and number of publishers offering these deals increased in 2021 which has presented new challenges to content procurement.

Given the changing open access landscape we worked hard throughout the year to engage with researchers, advocating for equitable access to research and preparing the university for future challenges. This culminated during Open Access Week in October when we took control of the Plaza super screen to play a series of videos, including live-streaming "It's publishing, but not as you know it - how open is changing everything" by the library's own Dr Danny Kingsley.

ENGAGEMENT & IMPACT

The library is an integral part of the university. In 2021 we received over half a million visits to our physical branches with an equivalent number of hits on the library webpages. We are aware of the impact library services and resources have on the university community and are committed to continuous improvement to deliver these in a sustainable and equitable manner.

"I LOVE the opening hours. I think it's great flexibility for students that may have other commitments such as family or work."
Undergraduate Student

Following the successful roll out of 24/7 opening for students and staff at Central Library in early 2020, the library extended this to all branches in 2021. Considerable planning and collaboration was required including relocating the Sturt Library entrance in February, with new automatic doors installed to enable 24/7 access. The Medical Library followed in April after successful negotiations with SA Health. Security cameras were also upgraded at both libraries. The value of this work is reflected in the over 130,000 entrances to the library outside of staffed hours (9am-5pm Mon-Fri) since the service began.

Image: New entrance at the Sturt Library

517K LIBRARY VISITS

24% increase from 2020

While in-person visits to the library in 2021 were up on the previous year, most patrons continued to experience the library in its digital form. We undertook a number of projects to improve our online presence, including refreshing the library homepage and reviewing our web content to ensure it remains relevant.

The database A-Z list was upgraded and is now integrated with Findit@Flinders, allowing us to rationalise the number of systems in use and significantly reducing maintenance commitments. We have been responsive to feedback from our community, adding additional subject categories where needed. In conjunction with Information & Digital Services, work was also completed to remove duplicate patron records in preparation for an upgrade to our library management system. While much of this work is invisible to the university community it is integral to ensuring that library patrons have seamless access to our collection resources.

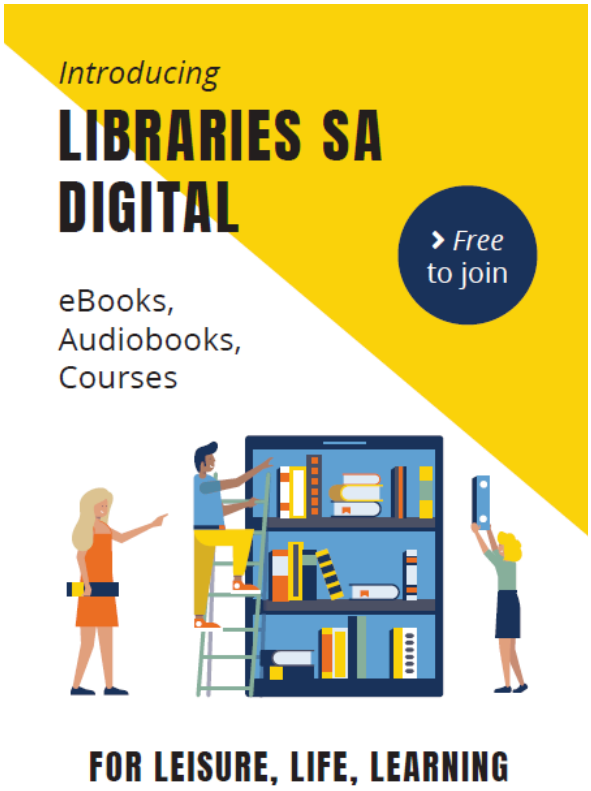
13M ONLINE RESOURCES USED

9% increase from 2020

Service Oriented **M**ission Critical **A**ccessible **R**elevant **T**echnology Enabled	24/7 access to all library branches Increase collection and exposure of material by First Nations people Collection strategy includes sourcing of material to meet needs of students with a disability Providing access to SA public libraries through Libraries SA Digital Consolidating access to collections through one system

The library Reconciliation Action Plan (RAP) Working Group was established in May. The group was busy throughout the year conducting a wide range of activities, including:

- Updating library records to convey greater cultural integrity, meaning and respect by using appropriate terminology, and including AustLang language codes
- Hosting an exhibition "Sharing History and Culture - Flinders Library First Nations Collection" for National Reconciliation Week with the approval of Elders
- Purchasing over 85 print and electronic titles *by* First Nations peoples, as opposed to *about* First Nations people
- Creating a physical and digital display for NAIDOC Week that highlighted newly purchased RAP titles available from the library
- Updating the Teaching Resource Collection with Kaurna language learning resources and titles by First Nations authors
- In collaboration with First Nations academics and professional staff, creating an Aboriginal and Torres Strait Islander resources gateway that contains content to be used in learning and teaching.



Postcard handed out to students to promote the SA OneCard Digital Library

PROVIDED SUPPORT TO

24 STUDENTS

WITH ALTERNATIVE FORMAT NEEDS

The library's commitment to the representation of First Nations material in our collection was also formalised in our "Collection Guidelines". Adopted in September, the guidelines identify principles to ensure that our collections remain relevant and responsive to the university's teaching, learning and research needs. This includes an e-preferred purchase preference, and an undertaking to source material in an appropriate alternative format when required for students or staff with a disability.

Given the academic nature of our collection, we acknowledge that it cannot meet all the needs of the university community. With this in mind, we launched "Introducing Libraries SA Digital", a service made possible through a successful Student Services Administration Fee bid. The webpage promotes a selection of digital leisure, wellbeing, and career resources available via the SA OneCard Digital Library and encourages Flinders' staff, students, and graduates residing in South Australia to join. Pop-ups were held to raise awareness of the available resources and answer questions, with library staff engaging with 150 students over three sessions.

PEOPLE & CULTURE

Library staff provided consistent high-quality services and resources despite the continuing disruptions and uncertainty caused by COVID-19, and a large amount of staff movement.

This was acknowledged in the internal Flinders Professional Services Survey where we maintained our number one place and increased our average satisfaction score from 8.39 to 8.87. We were also very proud that the hard work and dedication of individual staff members was recognised with the presentation of three awards at the inaugural Flinders University Staff Awards. These were the:

Innovation Award to Grant Jackson for his contribution to the Research Data Management as a Service project. Grant successfully collaborated with an industry partner, and staff across the library and Information & Digital Services to support the provision of ROADS, the university's Repository of Open Access Data Sets.

Integrity Award to Beth Prior for her work to open all library branches in a 24/7 capacity. Beth applied due diligence to both the security of the collection and people within the library, negotiating with Campus Security partners for the installation of new cameras and a greater physical presence after hours.

Flinders Reconciliation Award to the Library RAP Working Group consisting of Towsif Ahmed, Bas De Groot, Rachael Elliott, Veronica Ghee, Tim Ormsby, Tanya Prendergast, Pixie Stardust, and Debbie Wallis. Since its inception in May 2021 the group has been extremely active, taking multiple approaches to increasing and demonstrating the library's commitment to RAP.

> **"I have found the library staff and service to be consistently helpful and very beneficial for my learning."**
> **Postgraduate Student**

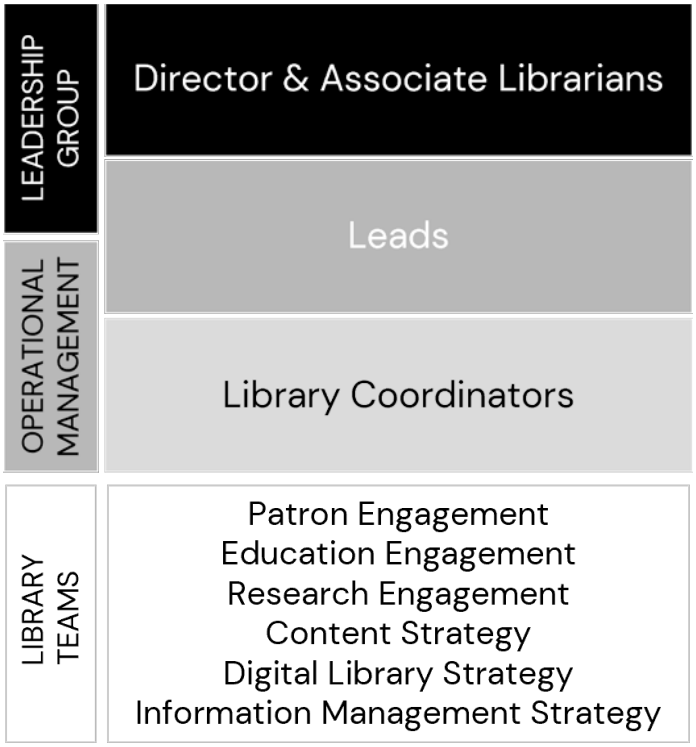
In May, we were happy to welcome Dr Danny Kingsley as our new Associate Librarian, Content & Digital Library Strategy. Danny is an expert in developing strategy and policy in the higher education and research sector with extensive international experience in Australia, Europe and the United Kingdom. Her wealth of knowledge has already been invaluable in readying the library to deal with the complexities of Read & Publish agreements.

Professor Colin Stirling and Beth Prior

Dr Danny Kingsley

Service Oriented	Implementation of a tiered service model
Mission Critical	One-library approach to solve issues collaboratively across the library
Accessible	Integrity Staff Award for Beth Prior on the 24/7 access to our libraries
Relevant	Realignment of the staff to provide appropriate and quality services
Technology Enabled	Innovation Staff Award for Grant Jackson for Research Data Management as a Service

The other major change was the realignment of library teams. A new structure was established with six functional teams under the direction of two leads. A coordinator was appointed to each team, to provide guidance and to act as a conduit for improved two-way communication between staff and library executive. The coordinators also play an important role in our succession planning, ensuring the development of the next generation of leaders.



The realignment has better positioned us to respond to the challenges currently facing academic libraries. By fostering a one-library approach, whilst respecting team expertise, issues are being solved collaboratively across the library. This has included a review of our current service provision conducted by the Academic Engagement teams. This will inform the implementation of a tiered service model across the whole library to ensure that all students and staff have access to library services, and that they are delivered in a consistent and sustainable manner.

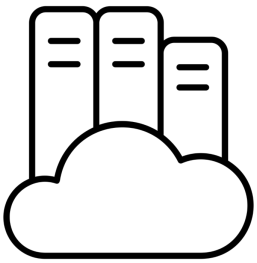
In addition to our permanent body of staff we provided 16 Flinders University students with employment opportunities. The student employees are integral to the smooth running of the library, contributing to the amenity of physical spaces and collections. The positions are designed to be flexible, with students able to complete their work between study contact hours on campus. All the student employees have been a pleasure to work with as they were friendly, engaged, eager and quick to learn.

The library has been committed to improving areas of concern raised by staff in the 2020 Your Voice Survey. The staff realignment and establishment of the coordinator group was in part to improve the area of local management. The coordinators have taken responsibility for developing and implementing an action plan from the Your Voice Survey. Actions so far have included commencement of a knowledge management project to improve access to information and involvement in decision making, a streamlined professional development request process and introduction of a consistent expression of interest process for secondment opportunities to improve career development.

STAFF TRANSITIONS

3 staff retired
7 staff departed
10 staff changed position
15 new staff arrived
17 staff undertook higher duties

QUICK STATS



TOPIC READINGS

4.9K reading lists

247K citations

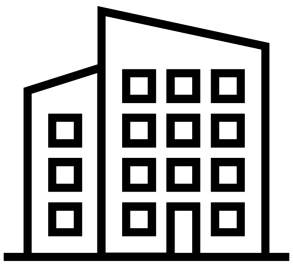
874K full text views

64 topics had embedded
INFORMATION LITERACY

#1

In the Flinders
Professional Services Survey

FOR THE LAST 3 YEARS



LIBRARY VISITS

301K Central

147K Sturt

69K Medical

The most popular day was
WEDNESDAY

1.7M TITLES AVAILABLE

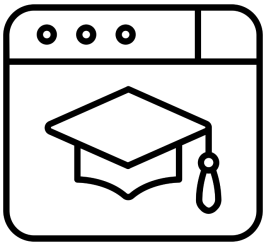
17,306 eBOOKS PURCHASED &
8,915 BOOKS WITHDRAWN

There were 440K uses of
PROQUEST eBOOKS

22,000

RESOLVED QUERIES

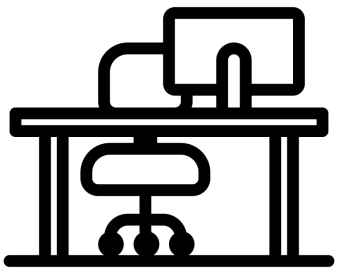
43% online
37.5% face to face
19.5% phone



3,765

completions of

LIBRARY FLO TOPICS



14,708 BOOKINGS FOR

18 GROUP & 4 INDIVIDUAL STUDY ROOMS

The busiest time of day was
12pm to 3pm

WHAT'S NEXT

We are set to release the library's mission statement and goals at the beginning of 2022. These will define our direction for the next four years.

Education

We will:

- progress the implementation of a tiered service model across the library
- expand and improve our online information literacy resources
- advocate for equitable access to online learning and teaching resources for students.

Research

We will:

- extend our research data management service
- implement a new research evaluation and benchmarking platform in partnership with IDS and our business sponsors (DVCR, VPEDs and DoRs)
- improve the governance of ResearchNow through the establishment of an operational and and a steering group.

Engagement & Impact

We will:

- develop a modern library at Tonsley
- monitor our Read & Publish agreements and establish methods to determine return on investment.

People & Culture

We will:

- conduct a pilot to extend our use of student employees
- establish a Wisdom Wednesday seminar series for library staff to uplift skills
- review the library sub-committees and realign as required to meet the needs of the new library structure.

Image: Library staff supporting Loud Shirt Day to raise money for kids who are deaf or hard of hearing

CRICOS No. 00114A