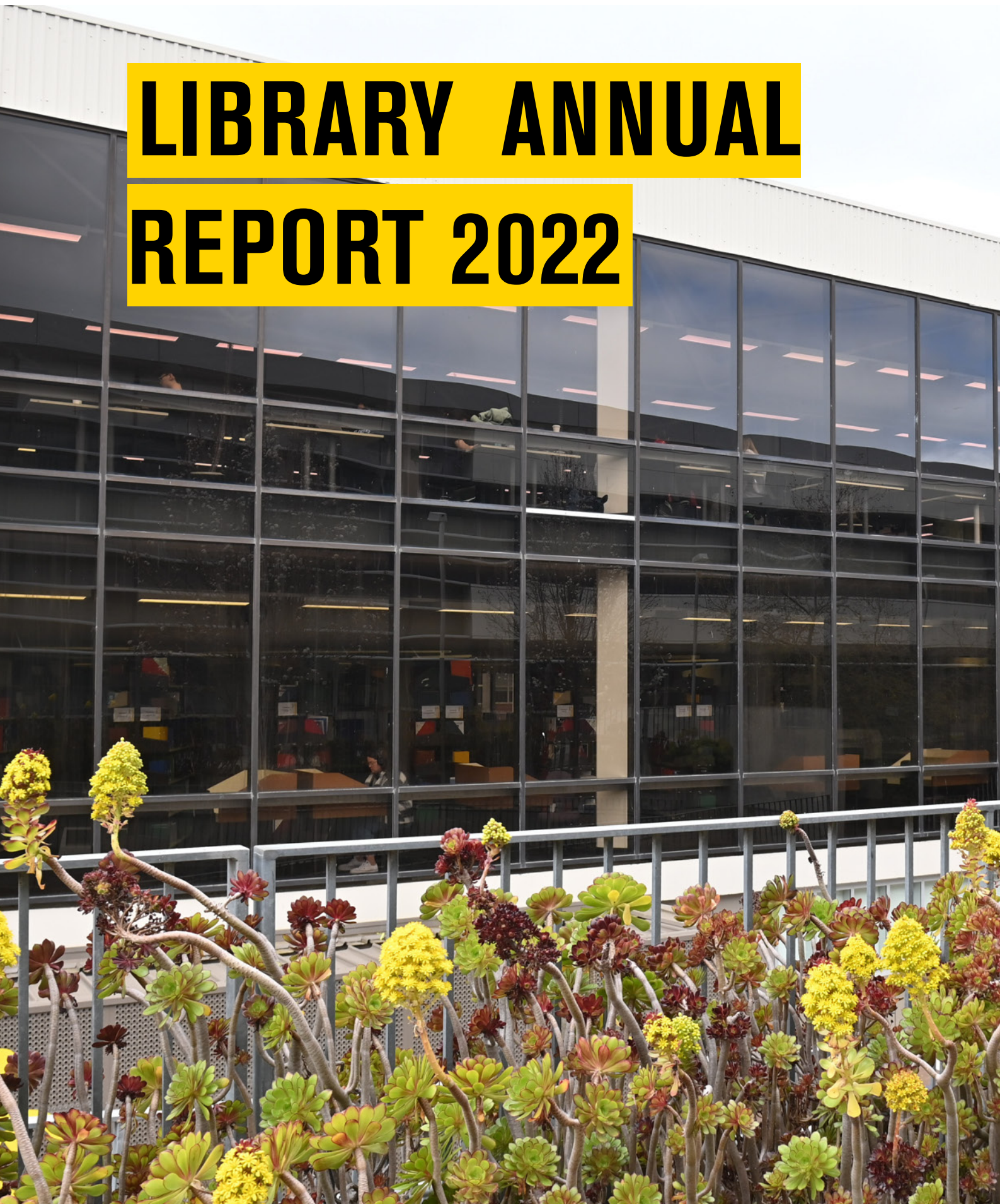


# **LIBRARY ANNUAL REPORT 2022**





# **MISSION STATEMENT**

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**The library transforms lives  
through championing equitable  
access to and engagement  
with knowledge**

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# OUR GOALS

Future-proof our active **learning spaces**

Use evidence-based decision making to maximise value in providing **equitable access** to information

Ensure that library holdings of Flinders' research outputs are compatible with **FAIR principles** (findable, accessible, interoperable and reusable)

Co-develop improved **records management** processes with library partners across the university

Guide our university community towards the future of scholarly communication by empowering library staff to develop as **knowledge experts**

Transform the library's **engagement model** to foster independent scholarship



# MESSAGE FROM THE LIBRARY LEADERSHIP TEAM

It is with great pleasure that the library leadership team presents to you the library's 2022 Annual Report. We are excited to share with you the amazing work done by our library staff in the last 12 months. This report not only highlights our achievements but also showcases the vast range of projects we've been involved in to support the mission and vision of Flinders University. We couldn't have achieved any of this without the engagement and support of our colleagues from across the university, and we also want to express our heartfelt thanks to the students who have engaged with the library and helped shape our services. Your feedback and input have been invaluable to us, and we appreciate your ongoing support.

We are immensely proud of how our library team has embodied and recognised the core values of integrity, courage, innovation, and excellence that are at the heart of our university's student-centred ethos. One of our highlights this year was the development of our library mission and goals for 2022-2025, aligning with Agenda 2025. Despite the global supply chain issues, rising inflation, and the skilled staff shortage, our library team continued to deliver exceptional service provision, actively working with our university partners to deliver value to the research, learning, and teaching activities. We are thrilled to share with you examples of positive feedback throughout this report and our recent Commendation Award for Innovation in the university's Professional Staff Awards.

This report is a testament to the hard work and dedication of our library team over the last year, a period of both opportunities and challenges. We hope you enjoy reviewing the library's highlights and accomplishments of 2022. Thank you for your ongoing support and partnership, and we look forward to continuing to work with you in the future.



Library Leadership Group: Veronica Ghee, Liz Walkley-Hall, Prashant Pandey, Beth Prior and Liz Hounslow

## Acknowledgement of country

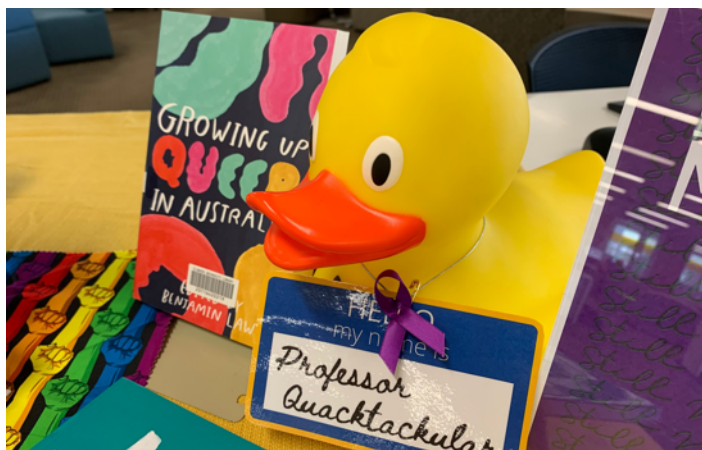
Flinders University acknowledges the Traditional Owners of the lands on which its campuses are located, these are the Traditional Lands of the Arrernte, Dagoman, First Nations of the South East, First Peoples of the River Murray & Mallee region, Jawoyn, Kurna, Larrakia, Ngadjuri, Ngarrindjeri, Ramindjeri, Warumungu, Wardaman and Yolngu people. We honour their Elders and Custodians past, present and emerging.



# EDUCATION

Significant progress was made towards the library goals of providing equitable access to information, and transforming our engagement model in the education space.

Staff worked collaboratively to holistically review library service offerings in support of our goal of transforming our engagement model to foster independent scholarship. The new service model sees a focus on high-quality and up to date self-help information augmented by drop-in sessions across a range of modes and locations, ensuring that library services are offered to all students in a sustainable and equitable manner.



Throughout 2022 we:

- created a new welcome to the library video,
- introduced Quick Bites, a series of concise help videos and guides which students can access at point of need,
- redesigned the online Searching with Confidence topic to improve interactivity,
- enhanced the AskFlinders FAQs, the FLO help information, and improved our phone message options,
- refined the library database search page,
- established better procedures for the creation, review, and update of our website content to ensure timely and accurate information is provided,
- offered introductory sessions on FLO and textbooks during orientation, and
- in collaboration with Student Learning Support Services, presented Endnote drop-in sessions throughout the year.

To deliver on the library goal of ensuring equitable access to information, the library continued to work closely with topic coordinators to make sure that relevant library information and resources were available to students at their point of need. This included embedding information literacy support within topics, monitoring forums and responding to questions, delivering specialised training, recommending resources, and providing online availability to required readings and textbooks.

Behind the scenes, the library streamlined readings and textbook processes so that topic coordinators maintain a single point of contact for all their education needs, with library teams collaborating to successfully meet requests.

Further initiatives to ensure equitable access to content include support of free and reusable Open Education Resources (OER). The library offers an online content service for topic coordinators, curating quality and relevant online resources which can be used in topics. All suggested resources can be accessed by students for free and include OER and library licensed resources. These requests have increased from 86 in 2021 to 101 in the last year, and help to substantially reduce textbook costs for students. For example, the adoption of an open psychology textbook, saving students \$120 each. The topic coordinator cited financial pressure as a big factor in student retention and motivation to find an alternative to a commercially published textbook.

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One of the perks of using an open access textbook is that it doesn't put pressure on the TCs to over rely on it, and I can enjoy more freedom to use, or not use the text for each module.

Topic coordinator, College of Education, Psychology and Social Work

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The library further demonstrated its support of OER, by joining the Council of Australian University Librarians (CAUL) OER Collective. The Collective facilitates the publishing of open textbooks by providing access to a shared publishing platform, grants, resources, and a community of practice. Two Flinders academic staff members are in the process of publishing open textbooks using this model, with the library's support. These will not only be used in teaching here but will also be freely available to anyone world-wide, raising the profile of the university and showcasing our high-quality education.

Last but by no means least, the library conducted a review of its Patron Engagement services and as a result piloted a peer-to-peer service delivery model in 2022. This saw the introduction of a new role, specifically for student employees, known as Student Library Officers. These Student Library Officers quickly became an integral part of our team, offering a friendly and welcoming first point of contact for library patrons and contributing valuable input and feedback into various initiatives.

Images: Library mascot Professor Quacktackular supports Wear it Purple day; Student Library Officer Summer helps a patron at the information desk; Student library employees undertake training; Student library employees master the Dewey Decimal system.



## QUICK STATS



**16,558**  
student queries

3,690 phone

6,311 online

6,557 face to face



**28** Student  
Library  
Employees



**1200+** students  
attended library sessions  
in **O'WEEK**



**2,334**  
staff requests

including

132 copyright queries

356 textbook notifications

606 readings queries



# RESEARCH

The library focused on our goals of promoting FAIR principles, transforming our engagement model, and developing as knowledge experts to advance the university's research agenda.

Read & Publish (R&P) agreements were a big focus of research engagement in 2022. R&P agreements enable our researchers to publish articles open access without paying an individual fee, increasing the percentage of our research outputs which are freely available to readers.

To help the research community understand these changes, the library developed a new webpage, undertook outreach to colleges, delivered workshops, and hosted a panel discussion for Open Access Week. We also raised awareness across the university of the implications of additional R&P agreements and evaluated and undertook a cost-benefit analysis of proposed agreements. This resulted in the acceptance of a further six R&P agreements for 2023.

In support of FAIR (Findable, Accessible, Interoperable, Reusable) principles, the library is committed to fostering a diversity of open access options for research outputs, including encouraging and supporting researchers to make their outputs open access via our research management system, ResearchNow. In maintaining responsibility for the integrity of the university's research record, over 7,000 research outputs were validated in ResearchNow in 2022. This included an increased number of non-traditional research outputs with new validation procedures developed in collaboration with the College of Humanities and Social Sciences.



The library implemented the research evaluation and benchmarking platform, SciVal, in partnership with Information and Digital Services. This provides the university with additional means to measure and benchmark research performance at an individual, group and institutional level. As part of the project, the library developed a service level agreement, updated our bibliometric self-help information, completed comprehensive certification training, and provided training to the research community.

Images: Tyson provides help at the Sturt Library Information Desk; Research Engagement Team visit Tonsley where they connect with researchers and take the opportunity to donate blood; A student takes advantage of the light study spaces available at the Central Library; A fragile book is scanned in the Digitisation Lab.

Other initiatives related to research performance completed in 2022 included:

- providing high level advice to the university using data from multiple bibliometric platforms,
- working with Governance, Legal and Risk to strengthen procedures around affiliations on research outputs, and
- preparing for the Excellence in Research for Australia assessment (ERA), whilst this is postponed, we are now in a positive position to respond to future assessment exercises.

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Thanks for your workshop today – it was excellent and also spoke to how we have such technically excellent, engaged and communicative research librarians.

Vice President and Executive Dean

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The library expanded on our research data management services, launching the Data Management Planning Tool in November. The tool is designed to help researchers responsibly manage data consistent with the FAIR principles. We promoted the Repository of Open Access Datasets (ROADS) to our research community, offering monthly training sessions which received steady attendance throughout the year. We also maintained agreements with the Australian Bureau of Statistics and Eurostat, and initiated the accreditation application to the Office of the National Data Commissioner to facilitate requests for Australian Government data.

Our advanced search and systematic review service were consistently in high demand. We introduced multiple initiatives to make sure that we can continue to deliver this high-quality service in a sustainable manner. The Systematic Literature Searching online topic was completed in May and contains information and checklists which can be accessed and completed anytime. It has been embedded in 19 research topics and there is an expectation that Higher Degree Research students would complete this topic before attending a 1:1 appointment with a research librarian.

The library initiated a digitisation lab in the Central Library. The space supports digital research requirements and includes equipment that can read and convert print and legacy audio-video material into digital formats. It will enable greater access to our special collections, allowing provision of digital copies to researchers online without causing damage to the original materials. The lab will also be used to support objects-based learning for a range of university topics and there has been considerable interest in using the space for research projects.



## QUICK STATS



# 59

articles published through

## Read & Publish

with a saving of

# \$236,035

in article processing charges



# 77

 researcher workshops

# 698

 participants

# 24

datasets deposited to

## ROADS

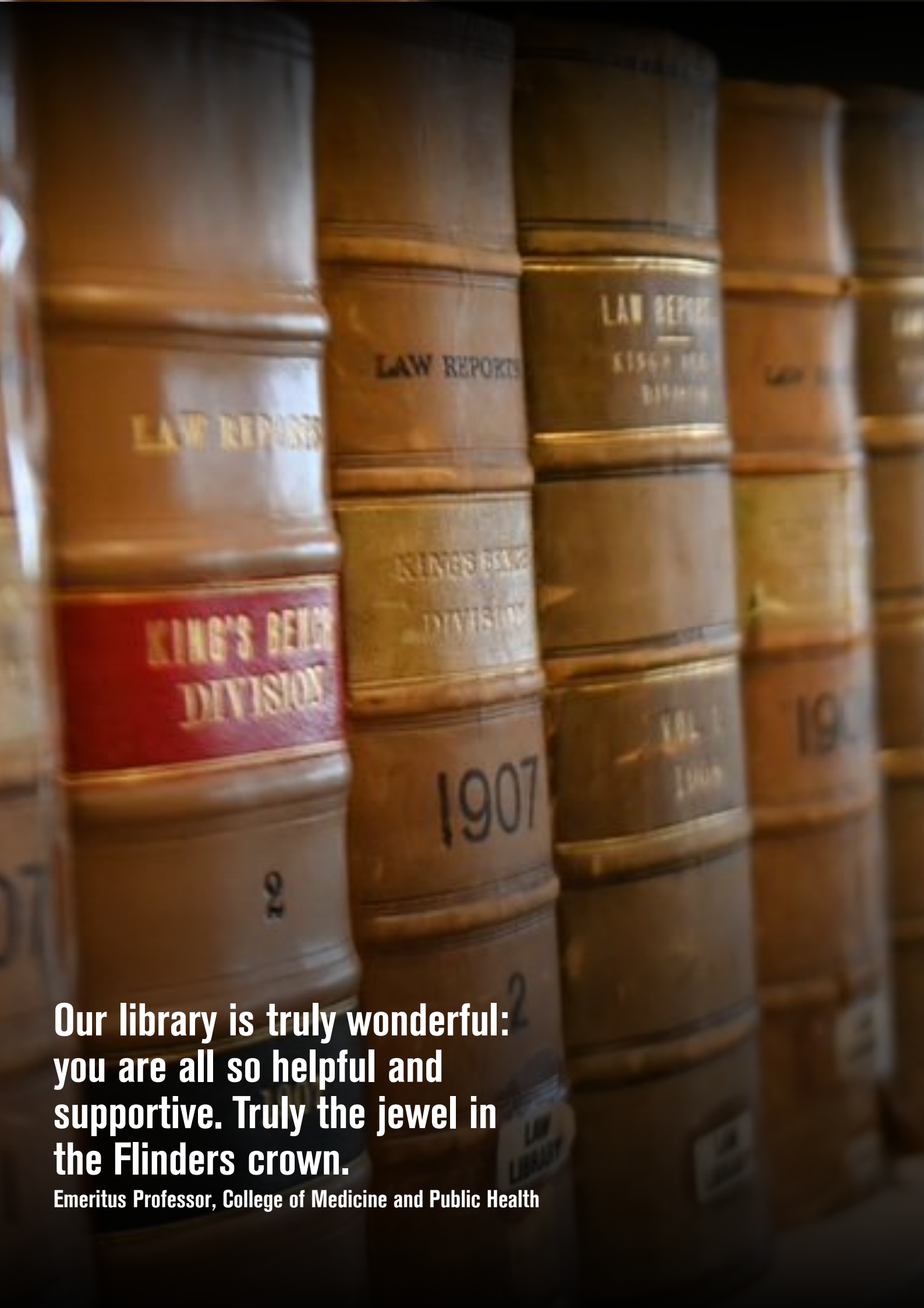


# 7,346

research outputs validated in

## ResearchNow





**Our library is truly wonderful:  
you are all so helpful and  
supportive. Truly the jewel in  
the Flinders crown.**

**Emeritus Professor, College of Medicine and Public Health**

# New Acquisitions

The following major acquisitions were made in 2022. These provide staff and students with a vast amount of online content including current textbooks, handbooks, encyclopedias, videos, and interactive data visualisation tools, as well as historic manuscripts, personal papers, government documents and other primary material.

- AccessMedicine Database
- AccessEngineering Database
- Oxford Research Encyclopedias:
  - Global Public Health
  - Psychology
  - Education
  - Climate Science
  - Criminology and Criminal Justice
- Oxford "What everyone needs to know 2021" collection
- Adam Matthew Digital:
  - Mass Observation, Module III – 2000's
  - Popular Culture in Britain and America, 1950-1975 (Module I &II)
  - Research Source: Literary Studies
  - Middle East – Confidential Print 1839-1968
- MIT Press Direct to Open: scholarly new releases and archive eBook collection

The library is appreciative of our donors whose generous contributions allow us to increase the range and depth of our collection. This includes the 1984 bequest from Mr J.M. Main which is directed to the purchase of material relating to Australian history. The bequest has enabled the library to purchase thousands of books and other material over the decades and continues to remain relevant with funds now also supporting online access to the Informit Australian Public Affairs Full Text and Humanities & Social Sciences databases.



Student Library Officers Linda and Felix celebrate a successful collection move

## QUICK STATS



**1.9 million**  
collection titles

**54%** digital



**14,431**  
eBooks purchased

**166,790**  
online journal subscriptions



**1,376**  
physical books  
added to the collection

**232**  
physical journal  
subscriptions



**1,461**  
items withdrawn  
from the collection



# ENGAGEMENT AND IMPACT

The library increased our engagement and impact in ways that aligned with our goals to future-proof our learning spaces, provide equitable access to information, and improve records management processes.

Library spaces were a focal point for 2022. This included planning of new spaces and refreshing existing spaces. We undertook a major project to welcome the Flinders Academy in the Central Library, moving collections and computer facilities to support this. That this project was completed in a short timeframe and with minimal disruption to library users is a testament to the planning and execution from library staff. Sturt and Medical libraries saw space repurposed and a furniture refresh that now provides more student study spaces. A user-centred design approach was taken to inform these space changes, utilising student input gathered as part of the projects.



To complement this work, the library maintained a relevant physical collection, completing the following projects:

- piloting workflows and establishing time estimates at the Universities Repository of South Australia, to facilitate future planning and allow us to sustainably manage collection storage,
- undertaking collection maintenance, with a range of withdrawn items offered at an “adopt-a-book” stall with items available for a gold coin donation and all proceeds supporting the Matthew Flinders Scholarship Fund,
- reviewing the 16mm film collection in collaboration with the College of Humanities and Social Sciences, and
- engaging with stakeholders regarding the university’s discontinuation of Theological Studies to ensure the Adelaide Theological Library collection was seamlessly transitioned out of our library system and rare books in our care were returned to the Uniting, Anglican, and Catholic Churches.

In addition to these projects, the library also updated collection management procedures to ensure that our content reflects the university’s research, teaching and learning needs. We developed an evaluation tool to provide a consistent method to review subscriptions up for renewal, introduced API utilisation to streamline book purchases, and undertook process improvement for requested content which is unable to be purchased right away.

The library enthusiastically embraced the return of on campus Open Days. In consultation with the Open Day team, library staff developed an activation strategy in the Central Library space. Prospective students were enticed to explore the library as part of a duck scavenger hunt and we particularly appreciated the energy our Student Library Officers brought to staffing the library Welcome desk, creating a friendly, inclusive, and engaging atmosphere. More than 400 engagements with prospective students were recorded over the two days.

The library undertook multiple projects to enhance the security of our systems, improve functionality, and guarantee continuing access to our vast collections. This included:

- moving from Primo BO to Primo VE, the system behind Findit@Flinders that enables the discovery of content,
- upgrading HPE-CM, the university’s record management system, and deploying the add-ins to improve efficiency,
- preparing for the Ex Libris data centre move to Australia to support compliance with the Privacy Act 2014,
- implementing OpenAthens, a secure and stable authentication system which facilitates access to content worth millions of dollars,
- upgrading the Flinders Academic Commons, our legacy institutional repository which contains past research outputs and publications,
- decommissioning the ThirdLight platform and migrating the archive and special collection image collections to alternative platforms, and
- retiring physical servers to safeguard and update library integrations with other university systems.

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**Staff were wonderful. Knowledgeable, patient and encouraging. Would not have got it done without their advice and support.**

Professional staff member in response to archives query

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We contributed to the update of the General Disposal Schedule 24. This sets out how long the university is required to keep material under the State Records Act. The Information Management team developed new procedures for cataloguing archival material, which now uses our records management system rather than the pre-existing stand-alone database. This brings our current and historical records together, minimising security risks and streamlining processes. Our archivists demonstrated their excellent record keeping and retrieval skills with material from the archives being included in an ABC news article on one of Flinders University’s pioneer academics



**QUICK STATS**



**540,500**  
library visits  
up 25k compared to 2021

**52%** increase  
at Medical



**50,000**  
physical loans



**2 million +**  
eBook uses and  
**3.4 million +**  
online journal uses



**80,000+**  
university records created

**113** boxes  
disposed

**136** boxes  
transferred



# PEOPLE AND CULTURE

Library staff maintained consistently high levels of services while pursuing our goals to develop as knowledge experts, transform our engagement model, and improve our records management processes.

Our staff again provided exceptional service, with the library maintaining its number one position in the university's professional services survey for the fourth year in a row.

## Library staff are consistently professional and efficient. Super satisfied.

Associate Professor, College of Humanities and Social Sciences

We undertook multiple projects to improve our service delivery. This included reviewing and updating our Service One forms, groups, and procedures to streamline workflows to provide a better user experience. We also progressed our SharePoint project, rationalising where information is stored to strengthen knowledge management across the library.

2022 saw us proactively increase our engagement with students as a workplace; providing a range of employment and work placement opportunities. We welcomed two Corporate Services Assistants into the library as part of the university's Indigenous student cadetship program. Cheyanne and Mahlee quickly become valuable members of our team, helping to shape our programs and carry out multiple projects.

The library participated in the university's Work Integrated Learning (WIL) program, hosting mathematics and computer science students from the College of Science and Engineering. James and Ziwen explored how the thesis deposit workflow could be improved, including investigating the novel approach of using data visualisations to help students select appropriate keywords.

We also engaged with students outside of the university, reviving our high school work experience, and library and information studies work placement programs. These provided students with a positive Flinders University experience as a future place to study and work. The library is exploring how to continue to offer these opportunities to students in a structured way that will be mutually beneficial to everyone.

The library introduced a new forum for professional development, known as Wisdom Wednesdays. This provided staff with an opportunity to share knowledge and increase cross-team communication in an informal environment. Sessions were held across the year on topics, including the university's values, finance, open educational resources, and statistics. We were appreciative of our guest speakers, Associate Professor Udoy Saikia, Professor Heather Burke, Professor Claire Smith, Professor Robyn Clark, and Professor Raj Shekhawat who took part in a session on "a day in the life of a researcher".

Library staff once again participated in the university's professional mentoring program, as both mentors and mentees. This provided an exceptional opportunity for staff to broaden their professional networks across the university, as well as develop a relationship with their mentoring partner.

Library staff contributed to the broader library and information management profession in multiple ways, including service on project groups as part of the CAUL Enabling a Modern Curriculum program and Australian Library and Information Association committees. Library Director, Prashant Pandey, joined the CAUL Board in October. He delivered a keynote at the CALIBER 22 Conference in India, addressing library engagement with emerging technologies and the sector's digital maturity. As part of his trip, he visited the JSS Academy of Technical Education and National School of Drama to promote Flinders University as a destination for further study.

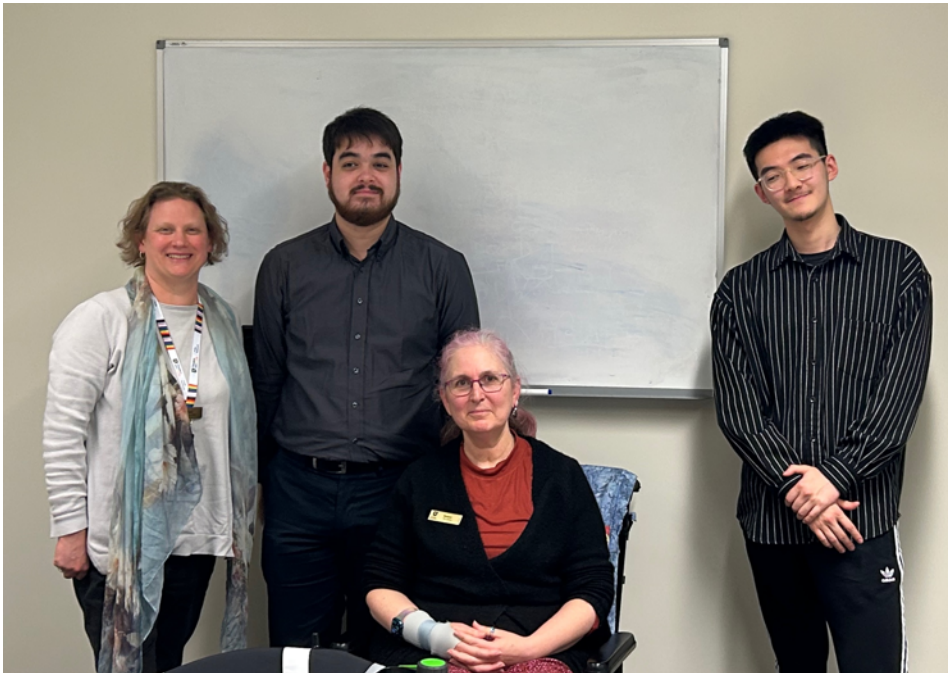


Library staff presented the following to external audiences:

- Modernising the curriculum through systematic service provision by Sara Altmann and Tim Ormsby, CAUL Enabling a Modern Curriculum Conference
- Solving systematic reviews – an experimental teaching approach to a wicked problem by Heidi Savilla and Liz Hounslow, CAUL Enabling a Modern Curriculum Conference
- ROADS to open by Veronica Ghee, Figshare Fest
- Following ROADS: an (u)nexpected journey by Sarah Barkla, Figshare Fest
- DOIs for research services by Peter Mason, eResearch Australia
- Understanding the source of funds used by authors in Australian universities to pay Article Processing Charges by Danny Kingsley, Prashant Pandey and Liz Walkley Hall, NHMRC Research Translation Long Weeked

The library finished the year on a high note with the presentation of an Innovation Commendation at the 2022 staff Awards to Amy Kosandiak, for her work on reinvigorating library communication and engagements with students.

Images: Veronica Ghee at Figshare Fest; Vice-Chancellor Colin Stirling presents Amy Kosandiak with an Innovation Commendation; Sarah Barkla and Romana Challans with students James and Ziwen; Professor Ramesh C Gaur thanks Prashant Pandey for his talk at the National School of Drama in India.



## QUICK STATS



- 1** library student placement
- 2** WIL student placements
- 4** high school student placements



**\$3,997**  
raised for charity



**19** professional development sessions



**8** staff joined the **PRIDE NETWORK**



- 6** new staff arrived
- 10** staff departed
- 22** staff undertook higher duties





**I'm just so impressed and thankful for how supportive everyone in the library has been so far.**

**Topic Coordinator, Flinders Academy**

# WHAT'S NEXT

## Education

We will:

- lead the delivery of student experience for Canvas, the university's new learning management system
- develop a library spaces feasibility plan
- work with the Australian Science and Maths School to identify opportunities for increased engagement and ensure that services and spaces are of industry standard
- report on the copyright material in our reading list management system to facilitate the distribution of royalties to rights holders.

## Research

We will:

- consult with researchers on the development and implementation of an open access policy for the university
- lead the scholarly resources procurement transition to the contemporary Read & Publish model, and increase researcher awareness of the agreements available to them
- consolidate researcher training into other library training and engagement practices
- develop updated Research Data Management Procedures to align with the new Research Data Management Planner and facilitate compliance with the Australian Code for the Conduct of Responsible Research.

## Engagement and Impact

We will:

- establish a Library Advisory Committee with members of the university community to provide guidance regarding the future direction of our collections, facilities, and services
- develop a road map on how to deliver a library experience for our rural and remote university community
- explore the use of Open Athens and other data to improve the efficiency of decision making related to subscriptions
- investigate a CPTED (crime prevention through environmental design) survey of library spaces and work with FUSA representatives and the Pride Network to understand the safety challenges of sexually and gender diverse students.

## People and Culture

We will:

- continue our work experience program with university library and information management students, contributing to the development of the profession and attraction of potential future employees
- foster conversations about what it means to be a modern library and informational professional which will inform professional development
- review processes in all areas to enhance operational efficiency and identify future required skills and capabilities.





Library Staff December 2022



### Further information

**Flinders University Library**

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Email: [library@flinders.edu.au](mailto:library@flinders.edu.au)

Website: [library.flinders.edu.au](http://library.flinders.edu.au)

