MONASH
University

Library
Annual
Report

2019

Contents

Introduction

Introduction

I am pleased to present the Monash University Library 2019 Annual Report. We highlight our major achievements against our strategic objectives, and our performance as evidenced by a range of metrics. Beyond the Fast Facts, this report tells stories of our impact through feedback received from staff and students.

Before the year ended, we unveiled our new vision to be a modern, global top 100 library. What this simply means is that we want to be regarded as a global leader among academic libraries.

We seek to ensure that our content, collections, facilities, services and culture represent best practice and collectively make a significant contribution to the University's reputation and impact. We work to ensure that our users' experiences with the Library are productive, useful, efficient and rewarding.

In the next five years, we will build on the efforts of current and past staff who have ensured that the Library is a well-resourced, well-regarded part of the University and academic library sector.

We will continue to be deeply engaged with the Monash community, working in partnership with academic and professional colleagues to achieve strong outcomes for the University.
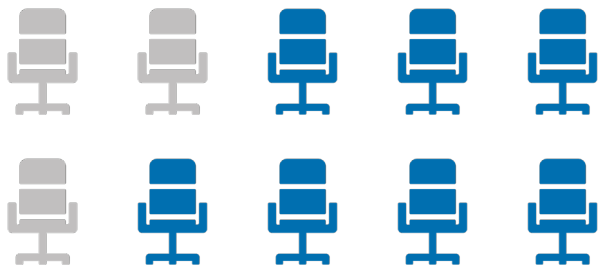
Bob Gerrity
University Librarian

Fast facts

Services & facilities

6,379 seats across 6 branches

4,373,943 visits across 6 branches

Content & collections

717,086 loans **-5.1%**
26% of Print collection

2,767,171 Print collection **-9.4%**

2,089,276 titles in Electronic **+26.2%**
collections

17,764,127
ERESOURCE DOWNLOADS

Skill development & enhancement

1,249,745 Research & Learning Online
page views

Library created eLearning resources

5,697,842 views of Library Guides

302,335 views of Library Moodle courses
for student and staff learning

71,717 attendance to 1,054 R&L programs
comprising 2,406 sessions
64% offered in-curriculum

64%

7,332 drop-in sessions at
Research and Learning point **+19%**

1,261 1:1 consultations with student
or staff researchers **+11%**

Research impact

1.49 million views of Research Repository **+54.5%**
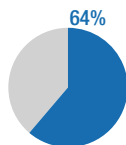
Open scholarly communication

14,468 Monash University Publishing print sales **+2%**

8,649 whole book downloads

131,154 chapter downloads of Open Access titles
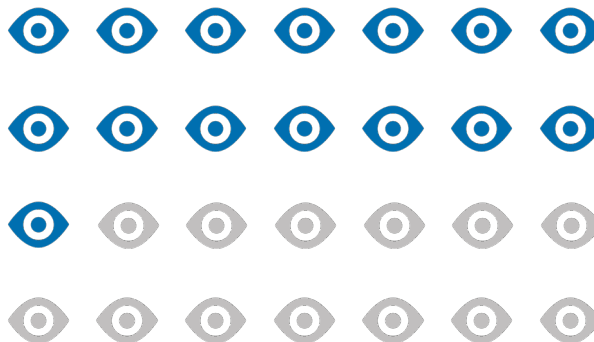
Public programs & exhibitions

Indigenous Voices exhibition

655 visits to campaign webpage

Return; the way back home exhibition

5,308 visitors to the Gallery in 2019

5,308
VISITORS TO
'RETURN' IN 2019

Relevant information resources

Relevant information resources

ENHANCE THE RELEVANCE OF INFORMATION RESOURCES

Replacing high-use print titles with electronic versions

At the end of 2019 the Library purchased 4,895 Information Technology titles from ProQuest with their TMF (Title Matching Fast) service. As a result of this service, the Library has replaced high-use print titles held in the Matheson, Caulfield and Hargrave Andrew branches (titles with more than 7 loans in the last 3 years) with the electronic format.

As a one-off spend of $1.5 million, this allows branch libraries to repurpose spaces for Library users and extend the reach of the Library's collection by replacing high-use print titles with their online equivalent.

Access to Nine/Fairfax newspapers

Following the successful trial of a new subscription model to interactive Nine/Fairfax newspapers *The Age*, *The Sydney Morning Herald* and *The Australian Financial Review,* Monash staff and students now have unlimited online access to the interactive digital replica of the print editions on any device. The digital editions feature images, graphs and the full content of stories that may not be available on the newspaper's public website. Monash staff and students can now save, download and print articles with ease.

"This is a fabulous initiative. I am constantly referring to articles in these papers - it is extremely useful to have this service."

Professor Kris Ryan
Deputy Vice-Chancellor (Education)

"As a journalism student I am expected to read the papers daily to be up to date with the news while I'm interning. While doing unpaid internships this can be really hard with the paywall on most publications, so permanent online access provided by the uni would be so helpful."

Monash student

"As a commerce student, keeping up to date with the relevant news within the business community is an integral part of my education and learning."

Monash student

DEVELOP DISCOVERY AND ACCESS PATHWAYS TO INFORMATION

#Accessit campaign

To create awareness of the different ways to access electronic resources, the #Accessit information campaign highlighted tips and tools to overcome some of the main barriers to access. The Access Electronic Resources Library guide provided instructions on how to set up the Monash EZproxy bookmarklet and 'Check for full text' on personal devices, to help users access electronic resources easily.

> *"Hitting a paywall in Google Scholar makes me feel annoyed because I will read the abstract which has all the information I need, then I can't access the entire article. The ability to set up automatic linking through to Library resources is great."*
>
> **Monash student**

arXiv.org access for Monash staff and students

In response to requests from Monash researchers, in May 2019 the Library became a member of arXiv.org, a free distribution service and an open-access archive for over 1.7 million scholarly articles in the fields of physics, mathematics, computer science, quantitative biology, quantitative finance, statistics, electrical engineering and systems science, and economics. Many Monash researchers use the service to make their research widely available, and to keep up to date with the latest work in their fields. By becoming a member Monash is playing a part in ensuring that this valuable and highly regarded site remains free to use.

Conducive learning and research environments

Conducive learning and research environments

ENHANCE THE PHYSICAL LIBRARY ENVIRONMENT

Over 1.5 million visitors in one library

Caulfield Library reached over 1.5 million visitors for 2019 on 7 December. This visitor number can be compared with the British Library's 1.64 million, the State Library of Victoria's 1.89 million, and the United States Library of Congress' 1.9 million.

"The library is a beautiful and positive space in which to learn. It visually stimulates me which I find assists with keeping me alert."
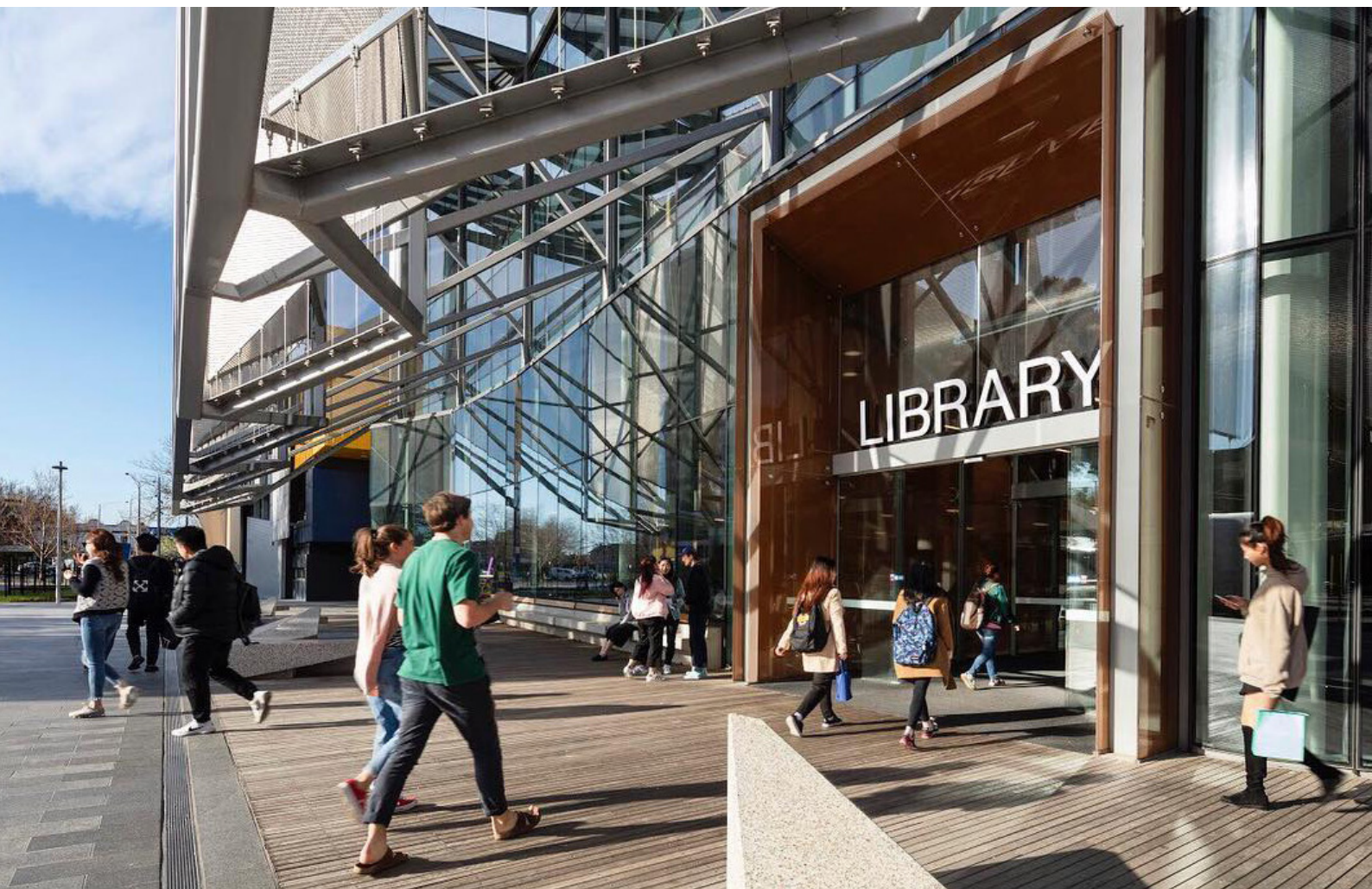
Monash student

Meeting the demand for longer opening hours

Weekend opening hours at both Caulfield and Matheson libraries were extended and longer opening hours were introduced at Peninsula Library.

"Thank you so much for pushing the Peninsula Library opening hours to 9pm, it makes my life that much easier!"

Monash student

Promoting fair access to study facilities

A new initiative promoted more equitable use of study spaces in the Matheson and Caulfield libraries. Supported by the student associations at the two campuses, the campaign encouraged students to timestamp reusable study break cards to indicate they were taking a short break (30 minutes or less) and 'reserve' their space for that period, after which it would be free for others to use.

> *"Such a great idea! I always worried when I ducked out to get a coffee, do some printing, fill my water bottle, or go to the bathroom, that I would lose my seat."*
>
> **Monash student**

> *"Some people would leave their stuff on a desk/ computer when they take a break but they are gone for hours. It is a very good idea to encourage the use of a study break card."*
>
> **Monash student**

ENHANCE THE ONLINE LIBRARY ENVIRONMENT

An open Library intranet

To promote openness and accountability the Library intranet is now open, making it easier for Monash staff to find information or contact details they need.

Showcasing immersive technologies in education

Virtual reality has great potential to transform learning and teaching. The Library, with eSolutions and Monash Education Innovation, hosted the Immerse event on 31 May at Clayton campus to share staff expertise and explore opportunities in creating immersive educational experiences.

> *"Virtual and Mixed Reality technologies are being used increasingly for education due to their ability to engage students in a way that provides a deeper level of learning. To maintain educational excellence and innovation, it is crucial that Monash begins to adopt these technologies. However, a lack of awareness and understanding are significant barriers to educators using this technology for teaching. The Immerse event helped address this and encouraged those new in this space to explore, learn from colleagues and find opportunities to collaborate."*
>
> **Dr Tony Mowbray**
> **Assistant Course Coordinator**
> **Graduate Diploma in Psychology Counselling**

Capability building for learning and research

Capability building for learning and research

FACILITATE LEARNING, RESEARCH AND EMPLOYABILITY SKILLS DEVELOPMENT

Develop critical thinking skills

A new online tutorial developed by Library staff explores the value of critical thinking skills and teaches strategies on how to apply these skills in university assignments and in the workplace.

"It is important for students to develop critical thinking skills not only in completing their assignments, but in their reading, tutorial/ seminar participation, and as a lifelong skill. Critical thinking also promotes the development of ideas, beyond mere repetition and description, which is important both for students' learning and deeper understanding of information more generally."

Katherine Brabon
Learning Skills Adviser

Models for Engaged Learning and Teaching

The Work Skill Development (WSD) framework was revised in consultation with the framework authors (Dr John Willison, University of Adelaide and Dr Sue Bandaranaike, James Cook University). The updated WSD framework, together with the Digital Skill Development and Research Skill Development frameworks, are part of a suite of Models of Engaged Learning and Teaching (MELT). An application of the DSD framework in an Education Pathways unit was presented at the University's Learning and Teaching Committee and at the HERDSA Conference, Auckland, July 2019.

ENABLE EFFECTIVE RESEARCH PRACTICE FOR ENHANCED IMPACT

Supporting the Monash research strategy

The symposium on Artificial Intelligence & Data Science held early in 2019 focused on the humanities, arts and social sciences. The event showcased the exciting work being done in this area by Monash researchers, and provided opportunities to identify potential collaborators. The symposium was organised by the Library and Monash eResearch Centre (MeRC) in collaboration with Pennsylvania State University.

"Artificial Intelligence and data science is not only fundamental to enabling science, engineering and business, it is also becoming more important in law, arts and the humanities and raises significant issues of ethics in governance and policy. This is why AI and data science is a key enabling pillar of the Monash research strategy now and into the future."

Professor Marc Parlange
Provost and Senior Vice-President
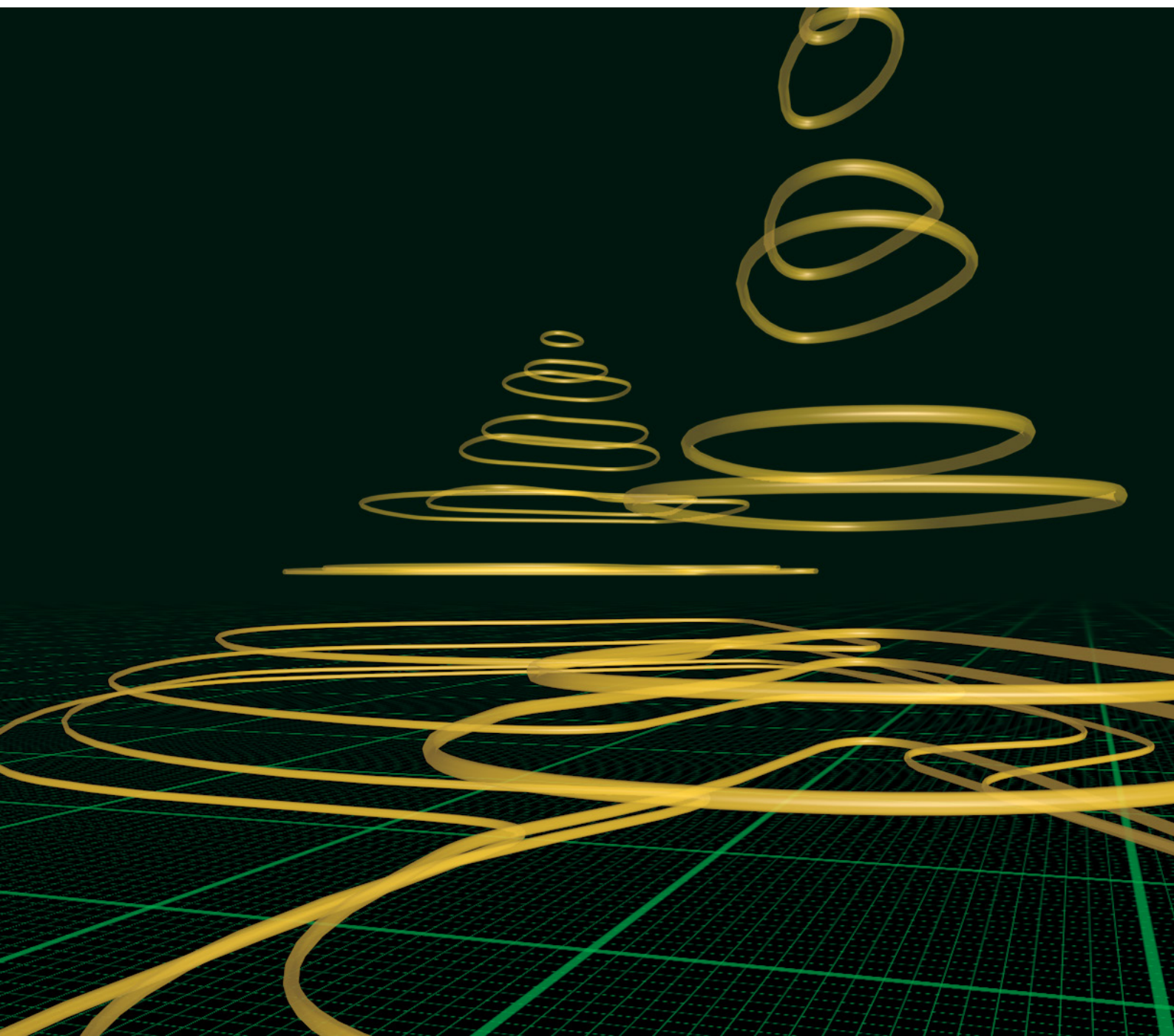
Intensive writing course for science communication

The Library-taught intensive writing course for science communication (Faculty of Medicine, Nursing and Health Sciences) was successfully rolled out face-to-face and online, resulting in 156 PhD students receiving my.development credit for completing the course. Comprehensive student feedback demonstrated that the course has made an impact on the students' perception of writing and on the quality and practice of their writing. The course has become part of the faculty's international advertising, and the Library team has received overwhelmingly positive feedback from the Faculty Research Committee and Graduate Research Committee.

All students who completed the course said they would recommend it to other PhD students in the faculty.

"It's given me more confidence in my writing and editing."

PhD student

"I honestly believe this could easily be a mandatory workshop as it would benefit everyone regardless of their previous experience and background."

PhD student

ENABLE SKILLS DEVELOPMENT AND EFFECTIVE PRACTICES ACROSS THE RESEARCH LIFECYCLE

Expanding Data Fluency programs

The Data Fluency initiative is recognised as a local and national leader in the development of research skills in coding, data visualisation and machine learning to effectively analyse and communicate research findings. It has also provided employment opportunities for Graduate Research students developing their teaching skills. There were 65 workshops delivered to 1200+ graduate researchers, researchers, professional staff, and Monash partners in 2019, from a broad range of disciplinary areas. The workshops were supported by weekly drop-in sessions, and a growing community of practice with over 1000 participants sharing expertise with researchers across disciplines.

"The Data Fluency initiative has played a critical role in enabling our researchers to gain a range of critical data related skills and in building a community around the use of those tools and skills. This is essential for early career researchers and graduate research students to help foster them to learn and share knowledge. It was my pleasure to introduce our efforts in this space to the Australian Council of Graduate Research meeting in November 2019, where they attracted much interest and admiration."

Professor Matthew Gillespie
Vice-Provost (Faculty and Graduate Affairs)

Enhanced Monash University impact and reputation

Enhanced Monash University impact and reputation

MAXIMISE THE IMPACT OF MONASH RESEARCH

Extending Open Access

The Library is fostering Open Access, as our current subscriptions end, by entering into agreements that offer Author Publication Charges (APC) discounts to Monash authors. A "Publish & Read" agreement with the Microbiology Society is the first of these agreements signed by Monash.

Collaborating with researchers

An interactive exhibition held at the Matheson and Peninsula libraries showcased the data and findings from the Australian Research Council project 'Children as health advocates in families: assessing the consequences', as well as items from the Library's Special Collections. *Schooling Food*, also available on Monash Collections Online, provides a window into the often unseen food lives of families, and explores the ways they do food differently - for reasons sometimes overlooked by educators and policy makers implementing school food programs. The exhibition was presented by the Faculty of Education and Faculty of Arts, in collaboration with Monash Art, Design and Architecture and Monash University Library.

"The Schooling Food exhibition raised the bar in terms of research translation and impact."

Professor Megan Warin
University of Adelaide

CONTRIBUTE TO SCHOLARLY COMMUNICATION AND DEBATE

Publishing awards

Monash University Publishing's *Half the Perfect World: Writers, Dreamers and Drifters on Hydra, 1955–1964,* was named the 2019 Non-Fiction winner in the Prime Minister's Literary Awards. The film rights were also picked up earlier in the year. Monash press titles also received awards in Community and Religious History.

DELIVER ENRICHING PUBLIC PROGRAMS AND OUTREACH

A moving exhibition on repatriation

Return; the way back home exhibition is a dual exploration of trauma -- both physical and mental - and its impact on the journey home of Australian soldiers and their families.

Combining rare items alongside innovative digital technologies, this exhibition was made possible through a collaboration involving the Library; Monash Art, Design and Architecture (MADA); Faculty of Arts, and eSolutions. A select group of MADA students worked alongside Library staff to bring to life Special Collections items exploring Repatriation after World War I in Melbourne. This included student-created immersive virtual reality experiences that enabled visitors to experience many dimensions of wartime life.

"Brilliant, moving, immersive, provoking. We must value peace, we do so when we understand the real cost of war on all of us. Repeating history is for those without understanding."

Professor Margaret Gardner AC
President and Vice-Chancellor

"I am inspired and reflective, after the opening by Professor Gardner of the excellent new Monash exhibition on General Sir John Monash's work, to help Australian soldiers return and face the many challenges of often traumatic post conflict life. Great use of immersive technology."

Mr Chris Holtby OBE
UK Consul-General

Contributing to reconciliation

The Library supports Monash's commitment to reconciliation and hosted a number of activities as part of National Reconciliation Week in 2019. These activities included an artist's talk, a curator's tour of the *Indigenous Rights: Protest in Print* exhibition, screening of the 3D animations from the Monash Country Lines Archive and streaming of films via Kanopy, a Library-managed resource.

Complimentary alumni library membership

From January 2020, Monash alumni will enjoy free access to selected online databases alongside the Library's physical collections. This is one of the ways the Library contributes to enhancing the alumni experience and meeting their needs, in partnership with External Relations, Development and Alumni.

"Research conducted with our alumni last year indicated that Library access was highly valued and we are pleased to have been able to work with our Library colleagues to be able to deliver this benefit for our global alumni community."

Sarah Trainor
Senior Director
Alumni Engagement and Operations

Our enablers

Our enablers

BUILD A CONTEMPORARY PROFESSIONAL WORKFORCE

Develop immersive technologies

The Digital Learning and Teaching (DLT) team investigated immersive technologies and established a method of incorporating immersive content into eLearning Activities Browser (eLab). Three examples of virtual reality content are now in eLab, in collaboration with the faculties of Information Technology through SensiLab; Art, Design and Architecture; and Medicine, Nursing and Health Sciences. The DLT team also developed and facilitated a number of eLearning modules that are incorporated into the Monash Education Academy Advance program, with reach across the whole University.

"The Library-created learning resource for Monash staff around understanding and incorporating Virtual Reality in teaching contributes to a suite of modules offered by the Monash Education Academy. The approach taken to co-design enabled collective content development among an enthusiastic academic and professional staff team. Around 25 staff have accessed the module to date. Those who have completed it said it was a valuable learning experience, well designed and very relevant to teaching at this time."

Professor Allie Clemans
Academic Director. Learning and Teaching

IMPROVE EFFECTIVENESS OF OUR SYSTEMS AND PROCESSES

Systems review

A wide-ranging review of the Library's core systems was conducted to ensure their strong governance and management and alignment with Library and University strategic plans. Systems considered included the Alma Library Services Platform, Primo discovery interface, EZProxy access and authentication software, and Talis Aspire reading lists.

"Library systems are the engines that drive access to the rich content and collections delivered by the Library, they are part of the infrastructure that supports teaching, learning and research. We aim to optimise library systems to connect people to the information they need, anytime, anywhere."

Monika Szunejko
Director. Resources and Technology

2020-2025 Library strategy map

The University Librarian launched the 2020 - 2025 Library Strategy and the vision of a Monash University Library that is a modern, global top 100 library. This means we will be regarded as a global leader among academic libraries. Our content, collections, facilities, services and culture will represent best practice and collectively make a significant contribution to the University's reputation and impact.

"Excellent academic libraries are the heart of their university and we are no exception; we are vital to student success, research productivity and community engagement.

'Through our users' eyes' is the new lens through which we see Library activities and enablers that will allow us to create experiences that exceed our users' expectations."

Bob Gerrity
University Librarian

Project Management Office and new committees structure

Strategic projects are now managed in a systematic, transparent way with monthly reporting to the Project Review Board. Thirty staff members received training in best practice meeting organisation and management as part of the rollout.

PROMOTE OUR VALUE TO OUR STAKEHOLDERS

User survey

In September 2019, the Library ran its tenth biennial student survey online. The survey had 4,212 participants, a fantastic response from students. Overall performance went up to 79.2% from 76.7%, overall satisfaction to 5.72 from 5.56 out of 7.

"I like that there are anatomical models of muscles and bones in the library as this helped me study for an examination in my first year of uni without having to wait for the specific days that the nursing labs were open to students. I like that there is a separation where the upper level is a quiet study area as this provides a good place to study when the noise levels in the lower level get too distracting."

Nursing student

"I find the librarians excellent - they have helped me to do a scoping review, and helped with Endnote issues. Your staff are excellent and well trained and knowledgeable."

PhD student

DEMONSTRATE OUR INDUSTRY LEADERSHIP

ALIA design award

The refurbished Caulfield Library won the Australian Library and Information Association (ALIA) Library Design Award for the Academic Libraries category at the 2019 awards.The Matheson Library was highly commended.

"Caulfield Library is visually and physically connected with the campus through its glass entrance and western facade with new accessible ground level access for library users. The design has enabled Caulfield Library to become the hub of the campus and a focus for community outreach. The doubling of seating capacity, greater functionality and attractive design have seen library usage increase by 33%."

ALIA Design Award citation

Conference presentations

Library Director Lisa Smith delivered a presentation to the Students, Transitions, Achievement, Retention & Success' Monash Showcase in July 2019.

"The Library is a key driver of students' transition, orientation and retention success."

Rosalind McFarlane
Senior Program Coordinator
English Connect

Peninsula Branch Manager Linda Kalejs delivered a presentation at the Australian Council of Graduate Research meeting in November 2019 on the Data Fluency initiative.

Library Director, Monika Szunejko delivered a presentation in collaboration with the National Library of Australia on the future of Resource Sharing at the ALIA Information Online Conference in February 2019.

Canadian delegation

The Library hosted a Canadian delegation of research library directors in June 2019. One of the motivating factors was to visit institutions that are active in engaging with Indigenous communities.

Monash University Publishing titles

Titles

	Title	Publication Date
1	Asbestos in Australia	1 October 2019
2	Attending to the National Soul	1 December 2019
3	Book Publishing in Australia	1 October 2019
4	Comfort and Judgement	1 September 2019
5	Contesting Australian History	1 February 2019
6	Dateline Kashmir	1 April 2019
7	The Fountain of Public Prosperity (paperback edn)	14 March 2019
8	Gender Violence in Australia	1 July 2019
9	Geoffrey Blainey	1 December 2019
10	The Good University	1 February 2019
11	Jean Blackburn	1 July 2019
12	Knowledge and Global Power	1 February 2019
13	Mallee Country	1 November 2019
14	Race, Islam and Power	1 May 2019
15	Seven Big Australians	1 April 2019
16	The Shelf Life of Zora Cross	1 November 2019
17	Talking North	1 October 2019
18	Unrequited Love	1 August 2019
19	The US Lobby and Australian Defence Policy	1 June 2019
20	Verge 2019: Uncanny	1 June 2019
21	Winning for Women	1 May 2019

AWARDS

Half the Perfect World (published 2018) – Winner of the Prime Minister's Literary Awards 2019 (Non Fiction)

The Fountain of Public Prosperity (published 2018) – Winner of the 2019 Australian Christian Book of the Year.

Black Saturday (published 2018) – Winner of the Victorian Community History Awards (Oral History)

Industry leadership

Industry leadership

Library staff are members of the following advisory groups:

ALIA 2020 National Conference Planning Commitee

ALIA 2021 Information Online Conference Planning Committee

ALIA Board of Directors

ALIA Interlibrary Lending Advisory Committee

ALIA Rare Books and Special Collections

ALIA Students and New Graduates Group (Resume Review Service)

Alma Working Group

ANZREG Committee

Art Libraries Society Australia and New Zealand (Arlis/ANZ)

Asian Library Resources of Australia (ALRA)

Asian Studies Association of Australia (ASAA)

Association of Academic Language and Learning

Australian Council of Undergraduate Research

Australian Evidence Based Practice Librarians Institute

Australian Law Librarians Association (ALLA) Board

Bibliographical Society of Australia and New Zealand

CARM Shared Collection Advisory Committee

The Carpentries

CAUL/CONZUL Value and Impact Community of Practice

CAUL Digital Dexterity Champions

CAUL Electronic Information Resources Advisory Committee (CEIRAC)

CAVAL Cross-Institutional Library Mentoring Program (CILMP) Reference Group

CAVAL Customer Services and Collaboration Network

CAVAL Digital Interest Group

CAVAL Products and Services Committee

CAVAL Professional Development Interest Group

CAVAL Research & Information Group (CRIG)

Council of Australian University Librarians

CRIG Seminar Committee

Elsevier Reseach Data Management Advisory Board

Frankston Mornington Peninsula Education Precinct

IGeLU Conference Planning committee

International Association of Music Libraries, Archives and Documentation Centres (IAML Australia)

Libraries Australia Advisory Committee

Monash Asia Institute Advisory Board

NLA Resource Sharing Futures Steering Group

OL Society Ltd., publishers of Overland magazine

ProQuest ANZ Advisory Board

Rare Book Melbourne

Scholarly and Journals Committee of the Australian Publishers Association

Library publications and presentations

Library publications and presentations are now in Bridges.