

Monash University Library: Equity, Diversity and Inclusion Action Plan 2025 – 2027

Acknowledgements

Monash University Library acknowledges that our Australian campuses are located on the unceded lands of the peoples of the Kulin Nations, and pay our respects to their Elders, past and present.

We're committed to fostering a society that acknowledges, respects and includes Indigenous Peoples, cultures and knowledges. Monash University Library will contribute to the creation of this society by working with and celebrating the Indigenous Peoples of all places where Monash has a campus or major presence across Australia, and their cultures and knowledges.

Monash will be guided by the principles of Indigenous Self-Determination, and acknowledge the unique position Indigenous Australians hold in the decision-making and future of their unceded lands, waters and skies. The rights of Indigenous Australians as the Traditional Owners of the land foreground and guide Monash's [Equity, Diversity and Inclusion Framework 2022 – 2030](#) and its subsequent Actions Plans, including the Monash University Library EDI Action Plan 2025 – 2027.

Preamble

Equity, Diversity and Inclusion (EDI) Framework

Monash's whole-of-institution [2022 – 2030 Equity, Diversity and Inclusion \(EDI\) Framework](#) was launched in 2023. The purpose of this Framework is to bring [Impact 2030's](#) 'Inclusive' goal to life, through four aims, which outline Monash's desired equity, diversity and inclusion destination:

- a community that appreciates, respects and includes Indigenous Peoples, cultures and knowledges;
- a community that is equitable, diverse and inclusive;
- a community where every individual feels safe, supported, respected and has a sense of belonging; and
- a network of thriving communities where systemic issues of inequality and disadvantage, intolerance, discrimination and violence do not exist.

Monash's EDI Framework is underpinned by the principles outlined below:

- *Whole-of-community*: Every member of the Monash community, whether they be staff, students, local community members, or other partners and collaborators, values their role in progressing EDI, no matter where in the world they are.
- *Intersectional*: We acknowledge that individuals have many facets that make up their identity and that if we focus on ending disadvantage through only one lens, we will miss

the compounding impacts discrimination can have. In our EDI practice, we seek to consistently apply an intersectional lens.

- *People-centred*: Our focus is on caring for and supporting members of our community through understanding the diversity of individuals' lived and living experiences. It means not taking a one-size-fits-all approach, and instead ensuring we work meaningfully with many different people to capture the diverse realities of our communities' experiences.
- *Dynamic and iterative*: we do not have all the answers, nor do we know with certainty that each initiative or action will be effective. We create extensive and evolving standards for monitoring and evaluating our new Framework and practices to ensure we remain dynamic and contemporary.

Monash University Library

Libraries play an important role in community building. Inclusion and accessibility are at the heart of all libraries' core business, as they provide opportunities for community members to access knowledge, new ideas, and expand their world views. In the context of Monash, the University Library plays an integral role in creating safer, more welcoming and inclusive environments, which facilitate belonging. Monash University Library ('the Library') is one of Australia's leading academic libraries, with a long-standing reputation for technological innovation and excellence in customer service. The Library EDI Action Plan is underpinned by the principles of the Monash EDI Framework and enables action locally to achieve the overarching aims of the EDI Framework.

Monash University Library EDI Action Plan

The vision for the Monash University Library EDI Action Plan is to create a community where every individual feels safe, supported, respected and a sense of belonging.

This EDI Action Plan builds on the Library's long-standing commitment to equity, diversity and inclusion (EDI), evidenced through several initiatives and provisions including, but not limited to:

- developing a suite of initiatives to deepen our cultural competencies and awareness of cultural inclusivity, within the Library's services and collection;
- collaborating closely with Disability Support Services (DSS) and building staff capability to provide services and support for individuals with a disability; and
- implementing the Libraries for Belonging program, in collaboration with partners, by prioritising EDI in the design and delivery of its front-facing services and engagement activities.

The Monash Library EDI Action Plan will achieve the outlined vision by:

- engaging widely with the Monash community who utilise the Library;
- using evidence to facilitate behaviour change; and
- enhancing services, spaces and initiatives in an equitable way.

Through this action plan, the Library will achieve the purpose set by its staff: to *empower our community through knowledge to build a better future*.

Consultation Process and Findings

Consultation Process

2022	May 2024	September 2024	September 2024	Sep – Oct 2024	November 2024
Equity, Diversity and Inclusion Framework 2022 – 2030 launched.	Monash Library EDI Working Group established.	Monash Library survey conducted.	Six focus groups conducted by DVC(E) EDI Team.	Individual consultations conducted.	Consultation report shared with the Monash Library EDI Working Group.

The primary objectives of the Library EDI Action Plan consultation were to:

- identify the enablers and barriers to people engaging with the Library;
- understand current EDI areas of focus (and gaps) within service provision across the Library;
- identify actions to include within the Library EDI Action Plan; and
- understand stakeholder aspirations, shared values, and needs.

The consultation approach included focus groups with key Monash stakeholders, semi-structured individual interviews and a stakeholder survey. The insights gathered through consultation, research on contemporary evidence, and interviews with subject matter experts and Industry representatives were used to develop the Library EDI Action Plan.

Key consultation findings

- The Library is seen as committed to advancing EDI and well placed to continue to do so by the Monash community.
- Library users experienced challenges to either access and/or utilise Library spaces and resources, both physical and virtual: Library users identified several accessibility issues, including issues with general navigation and wayfinding, and accessing the collections.
- Inconsistent levels of EDI knowledge across Library leadership and staff: Library staff identified a need for further EDI knowledge-building to improve wellbeing and culture, and to support processes such as hiring, retention and promotion of under-represented staff.
- Library communications related to EDI, as well as visible signs of inclusion, could be improved: Consultation revealed that the Monash community is not aware of services and initiatives available at the Library, and suggestions for improvements were provided, including displays during holidays which are important to the Monash community.

Approach

The Library EDI Action Plan outlines tangible actions that the Library will undertake to address findings from community consultation, as well as align with best practice in the Industry. This Action Plan acknowledges this is an iterative and dynamic process, which the Library has already embarked upon. Reflecting Monash University's whole-of-community approach to EDI, the implementation of actions outlined in this plan will be led by the Library, but supported by teams across the University and beyond.

Understanding the Action Plan

Domain

Each section of the action plan has an overarching domain, which outlines the change the Library is seeking to achieve within a specific context or area of the University.

Domain Description

Describes the overarching domain in more detail.

Actions to achieve this change

Outlines what actions the Library will take to enable this change.

Rationale for the chosen action

Outlines why an action has been chosen.

Indicators that this change has occurred

Outlines what deliverables will be monitored and assessed to determine success.

Library Lead

Outlines who is responsible for the actions at the Library.

Collaborators

Outlines who is responsible for supporting actions.

Deadline

Outlines the expected completion date for actions.

Acronyms

- AS - Academic Services, Monash University Library
- C&T - Communications and Technology, Monash University Library
- DAAC - Disability and Accessibility Advisory Committee
- DSS - Disability Support Services
- DVC(E) EDI - Portfolio of the Deputy Vice-Chancellor (Education) Equity, Diversity and Inclusion team
- DVC(I) - Portfolio of the Deputy Vice-Chancellor (Indigenous)
- DVC(SE) - Portfolio of the Deputy Vice-Chancellor (Student Experience)
- FLS - Frontline Services, Monash University Library
- HR - Monash Human Resources
- MATS - Monash Assistive Technology and Society Centre
- MUP - Monash University Publishing
- MSO - Monash Student Organisation
- OMS - Operations and Management Services, Monash University Library

- SCU - Safer Community Unit
- SD&C - Service Design and Communications, Monash University Library
- SGI - Strategy, Governance and Insights, Monash University Library
- SLT - Senior Leadership Team, Monash University Library
- S&S - Services and Spaces, Monash University Library
- UMAC - University Marketing and Communications
- WCI - William Cooper Institute

Monash University Library: EDI Action Plan 2025 – 2027

Domain 1: Strong, collaborative partnerships with all stakeholders and affiliates of Monash University Library.

Domain description:

Staff, students and stakeholders of Monash Library work together, acknowledging the importance of partnerships in advancing EDI goals.

No.	Actions to achieve this change	Rationale for chosen action	Indicators that this change has occurred	Library Lead	Collaborators	Deadline
1.1	Collaborate with students and student leaders to enhance and/or develop new EDI initiatives.	Co-designing EDI initiatives with student groups ensures they will be relevant. The Library is well positioned to facilitate EDI initiatives that support student groups.	Student groups and student-led EDI initiatives are mapped and documented.	Services and Spaces Manager S&S	DVC(E) EDI	Q3, 2025
			A written plan is developed to support student groups who run EDI initiatives and events to utilise Library spaces freely. Targeted promotion to these groups is undertaken.	Services and Spaces Manager S&S	DVC(E) DVC(SE) Faculties	Q1, 2026
			Two new EDI initiatives are co-designed and trialled with selected student groups.	Services and Spaces Manager S&S	MSOs DVC(SE) SD&C	Q4, 2026
1.2	Collaborate with other portfolios across the University, in particular the office of the Deputy Vice-Chancellor (Indigenous) and the office of the Deputy Vice-Chancellor (Student	Cross-portfolio partnerships are essential to strengthen EDI initiatives and promote the Library as a leader in EDI.	Stakeholder mapping is undertaken and documented to identify teams across the University who are best placed to partner with the Library on relevant EDI initiatives.	Outreach and Engagement Manager AS	DVC(I) DVC(SE) DVC(E) EDI	Q3, 2025
			A clear process for collaboration with the Library is established and responsibility for collaboration with stakeholders is assigned to staff member/s.	Outreach and Engagement Manager AS	DVC(I) DVC(SE) DVC(E) EDI	Q4, 2025

Domain 1: Strong, collaborative partnerships with all stakeholders and affiliates of Monash University Library.

	Experience), to elevate EDI.		Connections are built with identified stakeholders, and opportunities are explored to develop at least one new EDI initiative.	Outreach and Engagement Manager AS	DVC(I) DVC(SE) DVC(E) EDI	Q2, 2026
			A collaboration is explored with the William Cooper Institute (WCI), which designates how the Library can work with WCI to elevate Indigenous ways of knowing, doing and being in all facets of Library operations and service provision.	University Librarian SLT Library Indigenous Initiatives Team	DVC(I) WCI All Library Teams	Q2, 2026
1.3	Identify and implement <i>Libraries for Belonging</i> initiatives which can be embedded in different portfolios.	The <i>Libraries for Belonging</i> program, currently focuses on in-Library spaces. In line with the consultation feedback, this action seeks to strengthen collaboration across all Library portfolios, to deepen existing EDI practice.	Stakeholder and project mapping is undertaken to identify bodies of work, which could be strengthened through collaboration with the <i>Libraries for Belonging</i> program.	Libraries for Belonging Program Leader S&S	All Library Teams	Q4, 2025
			A clear process for Library cross-portfolio collaboration on <i>Libraries for Belonging</i> is established.	Libraries for Belonging Program Leader S&S	All Library Teams	Q1, 2026
			1-2 <i>Libraries for Belonging</i> initiatives are delivered per year, by portfolios outside of Services and Spaces.	Libraries for Belonging Program Leader S&S	All Library Teams	Q3, 2027
			Review <i>Libraries for Belonging</i> offerings and activity suite, in line with international standards and best practice, on an annual basis.	Libraries for Belonging Program Leader S&S		Q3, 2026 Ongoing

Domain 2: Enhanced knowledge and awareness of equity, diversity and inclusion within Monash University Library.

Domain description:

Monash University Library is established as a hub for EDI knowledge through its collections and services; Library staff are equipped with the knowledge to confidently advance EDI at Monash.

No.	Actions to achieve this change	Rationale for chosen action	Indicators that this change has occurred	Library Lead	Collaborators	Deadline
2.1	Develop and roll out an EDI training calendar for Monash University Library leadership, based on leadership's current maturity on EDI topics.	Leaders play an integral role in demonstrating commitment, changing cultures, and informing behaviours relating to EDI. Training equips leaders with knowledge and practical skills to confidently fulfil their responsibilities and embed EDI principles into their management. To be effective, opportunities for learning must acknowledge different levels of EDI maturity across leadership.	Current EDI training needs (areas and frequency) established based on consultation conducted through the EDI Action Plan development, as well as additional consultation (as needed).	University Librarian SLT	SIG HR DVC(E) EDI	Q4, 2025
			Available EDI training opportunities identified and training calendar established.	Strategy, Governance and Implementation Manager SLT	SIG HR DVC(E) EDI	Q4, 2025
			Senior leadership completes relevant training.	SLT	SIG HR DVC(E) EDI	Q2, 2026
			Evaluation metrics to measure the long-term impact of training to shift leadership practice are developed.	Strategy, Governance and Implementation Manager SIG SLT	DVC(E) EDI HR	Q4, 2025
2.2	Develop and roll out an EDI training calendar for all Monash Library staff, based on staff's current level of maturity on EDI	Training is an important EDI behaviour-change intervention. Facilitating EDI training for all staff, which caters to their current levels	Determine current EDI training needs (topics and frequency) based on consultation conducted through the EDI Action Plan development, as well as additional consultation (as needed).	Strategy, Governance and Implementation Manager SIG SLT	HR DVC(E) EDI	Q4, 2025

Domain 2: Enhanced knowledge and awareness of equity, diversity and inclusion within Monash University Library.

	topics.	of maturity in EDI topics, will improve knowledge and its application across all Library services and settings.	Available EDI training opportunities identified and training calendar established.	Strategy, Governance and Implementation Manager SGI SLT	HR DVC(E) EDI	Q1, 2026
			All Library staff complete relevant training.	SLT All Library Staff	DVC(E) EDI	Q4, 2026
			Evaluation metrics to measure the long-term impact of training to shift EDI practice are developed.	Strategy, Governance and Implementation Manager SGI SLT	DVC(E) EDI HR	Q4, 2026
2.3	Develop an inclusive communications campaign to promote EDI initiatives at the Library and share EDI achievements and impact stories.	A clear communications strategy, designed with accessibility considerations, helps all students understand in what ways they can engage with the Library at relevant points in the student journey. Sharing impact stories helps to highlight the importance of EDI and share successes with the community.	The student engagement journey with the Library is mapped to understand relevant touchpoints for relevant cohorts.	Service Design and Communications Manager SDC	SLT C&T AS OMS MUP MSOs	Q3,2025
			Current and planned EDI initiatives are mapped.	Chair, Library EDI Action Plan Working Group SDC	Library EDI Working Group SLT	Q3, 2025
			A communications campaign relevant to students and staff on EDI initiatives, including highly visible safety and support services messaging, is created.	Service Design and Communications Manager SDC	UMAC	Q1, 2026

Domain 2: Enhanced knowledge and awareness of equity, diversity and inclusion within Monash University Library.

2.4	Identify opportunities to increase displays of Special Collections related to EDI in the Matheson Gallery and online exhibitions.	Exhibitions play an important role, connecting research, teaching, and learning, showcasing and interpreting the unique, distinct, and rich collections of the Library. Exhibitions are an ideal format in which the Library can highlight its commitment to EDI through the items chosen to display (physically and online) and through the exhibition design and programming.	Review current considerations of EDI in determining displays and larger exhibitions. Develop recommendations to further embed EDI.	Exhibitions Group Exhibition Delivery Working Group	DVC(E) EDI	Q4, 2025
			Processes to ensure EDI is meaningfully embedded within planned larger exhibitions, curated collections and displays – both physical and online – are identified.	Exhibitions Working Group	C&T S&S	Q4, 2026
2.5	Design and implement smaller on-site and online displays related to EDI days of significance.	Displays send a clear and visible sign of the Library’s commitment to EDI. Marking days of significance with respect to EDI is an opportunity to continue to showcase the Library’s commitment.	Process developed to support smaller and additional displays (on-site and online) to celebrate EDI days of significance: collaboration opportunities identified and dates of significance selected.	Services and Spaces Manager S&S	C&T AS SD&C	Q2, 2026
			Two new small on-site and/or online displays to celebrate days of significance trialled.	Services and Spaces Manager S&S	C&T AS SD&C	Q4, 2026
2.6	Develop resources to further EDI knowledge at Monash University Library and beyond.	The Library plays an instrumental role in providing the Monash community with knowledge-building	1-2 resources and/or tools for EDI subject areas, as determined through additional consultation, are developed and promoted to students and staff to access annually.	Service Design and Communications Manager SDC	AS WCI DVC(E) EDI	Q4, 2027

Domain 2: Enhanced knowledge and awareness of equity, diversity and inclusion within Monash University Library.

		opportunities, and increasing its EDI offerings can have a significant impact on the community's EDI knowledge.	Library guides for vision-impaired users are developed and published for students and staff to access.	Service Design and Communications Manager; Manager, Library Services (Education) AS	SD&C	Q1, 2026
			Guidelines for Library staff on how to write screen-readable and accessible content are developed.	Service Design and Communications Manager; Manager, Library Services (Education) AS	SD&C DSS	Q4, 2025
			Resources and/or initiatives developed in collaboration with other areas across the university to improve support for neurodivergent staff, students and Library users.	Service Design and Communications Manager; Manager, Library Services (Education) Manager, Library services (Research) AS	HR DVC(E) EDI MEA DSS MSOs	Q2, 2026

Domain 2: Enhanced knowledge and awareness of equity, diversity and inclusion within Monash University Library.

2.7	Undertake continuous review of the Library's current collection management, access and acquisition practices.	Diversification of collections presents a major opportunity to support EDI at the Library by providing the Monash community with materials that document the experiences and contributions from under-collected voices and actively acquire, through acquisitions, resource sharing and donations, material from previously underrepresented groups as they relate to gender, race, sexuality and more.	Current acquisition and access practices and collections are reviewed to develop recommendations to diversify authors, languages and publishers, including small independent and First Nations publishers and to expand the adoption, adaptation and creation of Open Educational Resources.	Content and Collections Manager; Library Technologies, Discovery and Access Manager C&T DCS	DVC(E) EDI WCI Faculties	Q1, 2026
			Recommendations implemented.	Content and Collections Manager; Library Technologies, Discovery and Access Manager C&T		Q1, 2027
			A plan is developed to improve access to knowledge in other languages, including supporting research in languages other than English, including leveraging international libraries' partnerships.	Content and Collections Manager; Library Technologies, Discovery and Access Manager C&T		Q2, 2026
			Plan implemented.	Content and Collections Manager; Library Technologies, Discovery and Access Manager C&T		Q2, 2027

Domain 3: Diversity across all levels of Monash University Library

Domain description:

Monash Library celebrates diversity and Monash's diverse communities are represented at all levels of leadership, staff and students at the library.

No.	Actions to achieve this change	Rationale for chosen action	Indicators that this change has occurred	Library Lead	Collaborators	Deadline
3.1	Provisions to uplift staff diversity and accessibility are promoted and enhanced, with particular focus on resources for neurodivergent staff.	Providing staff with accessibility support enables an equitable experience for all Library staff. This can contribute to retention and a sense of belonging and wellbeing.	A process to promote existing provisions to staff, including embedding this information into new staff inductions, is developed.	Director, Operations and Management Services SLT	HR DVC(E) EDI	Q4, 2025
			Process implemented.	Director, Operations and Management Services SLT	HR DVC(E) EDI	Q4, 2025
			Managers receive training and upskilling as required to confidently support the diverse needs of Library staff, in-line with the Library EDI Training Calendar.	Director, Operations and Management Services SLT	HR DVC(E) EDI	Q2, 2026
			Library Senior Leadership Team (SLT) aligns staff supports, and provisions with the University-wide Disability and Accessibility Action Plan, in collaboration with living expertise.	Director, Operations and Management Services SLT	DAAC HR DVC(E) EDI	Q2, 2026
3.2	Diversity in Library leadership is promoted.	Ensuring that diversity is represented at all levels of Monash University Library requires a commitment to develop and support staff from under recognised	Staff from under-recognised backgrounds and/or with experiences of marginalisation are supported and funded to undertake relevant external mentorship/sponsorship programs, as part of their professional development opportunities.	Director, Operations and Management Services SLT	HR	Q4, 2025

Domain 3: Diversity across all levels of Monash University Library

		communities to reach leadership positions.	Career progression and professional development discussions are embedded into supervisor/staff meetings.	Director, Operations and Management Services SLT	HR All Library Managers and Supervisors	Q2, 2025
			A new sponsorship program for staff from under-recognised communities at the Library is developed, piloted and evaluated.	Director, Operations and Management Services SLT	DVC(E) EDI HR	Q4, 2027
			The recruitment process for all staff at the library, including leadership positions, embeds EDI, including identified positions where this is appropriate.	Director, Operations and Management Services SLT	HR	Q4, 2027
3.3	Audit the Library's employee lifecycle and review and enhance staff processes with respect to EDI, including recruitment, onboarding and induction.	Recruitment is an opportunity to promote equity and diversity at the Library, and new employees' onboarding experiences set the tone and standard for the culture at Monash University Library. Ensuring recruitment and induction processes are designed in line with EDI principles will provide all team members the best chance of success. Beyond induction, EDI initiatives foster a sense of belonging	Audit the Library's employee lifecycle, to understand strengths and identify gaps in staff recruitment, onboarding, development, retention and succession, with particular focus on EDI.	Strategy, Governance and Implementation Manager SGI	HR	Q4, 2026
			New recruitment strategies to fill identified or EDI-related positions and to facilitate social inclusion are implemented.	Strategy, Governance and Implementation Manager SGI SLT	HR	Q4, 2027
			Guidelines to enable managers and leaders to proactively and equitably approach underperformance, to support and enhance existing Human Resources processes, are developed.	Strategy, Governance and Implementation Manager SGI SLT	HR DVC(E) EDI	Q1, 2026

Domain 3: Diversity across all levels of Monash University Library

		and wellbeing which contribute to retention.	Framework trialled.	Strategy, Governance and Implementation Manager SGI SLT	HR	Q4, 2026
			The staff induction process is reviewed, with recommendations relating to consistency, systemisation, training and professional development provided. Considerations relating to EDI are reflected within recommendations.	Strategy, Governance and Implementation Manager SGI SLT	HR	Q2, 2025
			The staff induction process is updated.	Strategy, Governance and Implementation Manager SGI SLT	HR	Q4, 2025

Domain 4: Dismantled barriers to equity, diversity and inclusion existing within Monash University Library

Domain description:

Barriers to equity, diversity and inclusion are identified and addressed across all of the Library's offerings.

No.	Actions to achieve this change	Rationale for chosen action	Indicators that this change has occurred	Library Lead	Collaborators	Deadline
4.1	Conduct an accessibility review of the Library's current facilities, services and programs to determine priority areas for action and to streamline EDI approaches.	By conducting an accessibility audit, the Library can identify current strengths and gaps in EDI service provision and practice, which can inform improvements and future approaches.	Review of physical accessibility in Library spaces, including different types of study spaces, toilets, lifts, opening hours, and wayfinding and signage conducted.	Services and Spaces Manager S&S	C&T SD&C BPD	Q4, 2025
			A review of collections accessibility is conducted.	Services and Spaces Manager S&S	C&T SD&C	Q3, 2025
			A review of student support offerings, including information literacy skills, is conducted.	Manager, Library Services (Education) Manager, Library services (Research) AS	SD&C FLs CT DVC(SE) Student Success DVC(E) EDI	Q3, 2025
			Review of the Adaptive Technology Rooms (ATRs) continued. Promotion, availability, booking process, staff training relating to their use and offerings in rooms, to be included in the review.	Services and Spaces Manager S&S	DSS MATS	Q3, 2025
			Approaches to improve accessibility across the Library's facilities, services and programs are determined based on review. Priorities are determined and work has commenced to address these gaps.	Director, Operations and Management Services SLT	AS SD&C C&T MUP	Q2, 2026

Domain 4: Dismantled barriers to equity, diversity and inclusion existing within Monash University Library

4.2	Conduct an audit of accessibility for all of the Library's online content.	Online content is the primary way many students engage with the Library. Reviewing and increasing the accessibility of the Library's online content ensures all students and staff can engage with all of the Library's offerings in a way that suits them.	Audit of all the Library's online content, including navigation and access to online collections, general website navigation, library guides, modules for online learning, multimedia or video content, etc. is undertaken with recommendations to increase accessibility, in line with Web Content Accessibility Guidelines (WCAG) 2.1.	Service Design and Communications Manager SDC	DSS MATS DAAC UMAC	Q3, 2026
			Recommendations are adopted.	Service Design and Communications Manager SDC	DSS MATS DAAC UMAC	Q1, 2027
4.3	Trial EDI-aligned projects in Library spaces, including initiatives for cohorts who currently under-utilise the Library.	Facilitating access options that meet the varied needs of the Monash community will ensure all cohorts have the opportunity to access the Library.	Cohorts that currently do not utilise or under-utilise the Library's spaces are identified.	Director, Operations and Management Services SDC S&S	DVC SE DVC(E) EDI HR MSOs	Q4, 2025
			Cohorts identified are engaged to inform pilot EDI initiatives at the Library.	Director, Operations and Management Services SDC S&S	DVC SE DVC(E) EDI HR	Q2, 2026
			Two new initiatives are trialled.	Director, Operations and Management Services SDC S&S		Q2, 2027

Domain 4: Dismantled barriers to equity, diversity and inclusion existing within Monash University Library

4.4	Use plain English in communications with Library users, including in all communications and web content and libguides where possible.	Technical language can represent a barrier for some members of the Monash community to engage with the Library. Using plain language in communications with Library users increases accessibility and access for the whole community.	Audit of current practices is undertaken, and recommendations, including guidance and case studies to improve communications, with respect to plain English and accessibility, are drafted.	Service Design and Communications Manager SDC	DVC(E) EDI DVC(SE) English Connect	Q3, 2025
			Recommendations are implemented.	Service Design and Communications Manager SDC	DVC(E) EDI DVC(SE) English Connect	Q4, 2025
4.5	Identify avenues to enhance service design and experience, with consideration to EDI.	Considered and holistic service design helps libraries enhance the experience of users, by increasing engagement, and ensuring equitable resource access for all. This ensures that libraries respond to the ever-changing community needs, and are dynamic community hubs of teaching, learning and social experiences.	Service design principles for the Library are enhanced with respect to EDI.	Service Design and Communications Manager SDC	SLT S&S DVC(E) EDI	Q1, 2026
			Service design benchmarking and mapping - within and beyond Australian University Libraries – conducted to identify and understand best-practice. Recommendations for Monash University Library developed.	Service Design and Communications Manager SDC	SLT S&S DVC(E) EDI	Q3, 2026
			Several recommendations have been implemented.	Service Design and Communications Manager SDC	SLT S&S DVC(E) EDI	Q4, 2027

Domain 5: Enhanced intersectional data, reporting and evaluation

Domain description:

Relevant data to understand and improve EDI within Monash Library is collected and used.

No.	Actions to achieve this change	Rationale for chosen action	Indicators that this change has occurred	Library Lead	Collaborators	Deadline
5.1	Audit the Library's current data gathering practices related to EDI.	Capturing data is essential to understand change and track progress in EDI goals. Mapping current data capturing practices with respect to EDI is the first step in this process.	Review of data collection practices related to EDI undertaken, in line with Australian industry leaders and international best practice, with recommendations for streamlining or creating new data collection mechanisms where required.	Strategy, Governance and Implementation Manager SDC SLT	DVC(E) EDI	Q4, 2025
			Recommendations implemented.	Strategy, Governance and Implementation Manager SDC SLT		Q4, 2027
5.2	Establish data collection mechanisms to measure EDI and safety, including regular feedback from students and staff.	Seeking regular feedback to understand the experiences of staff and students with Monash University Library, as well as the experiences of Library staff, will enable iterative improvements in programs, services and EDI initiatives.	Following the audit (action 5.1), feedback mechanisms are created (where required), including key Library services and initiatives such as Adaptive Technology Rooms, services and new programs and initiatives developed as part of this plan.	Strategy, Governance and Implementation Manager SDC SLT	DVC(E) EDI	Q1, 2026
			Staff perceptions of EDI are captured through anonymous feedback, including whether leaders feel equipped to drive EDI change and staff feel supported and included.	Director, Operations and Management Services SLT	DVCE EDI	Q1, 2026
			A cycle to review and incorporate feedback is established and undertaken.	Director, Operations and Management Services SLT	DVCE EDI	Q2, 2026