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**COVER:** A render of the western façade of the Caulfield Library. John Wardle Architects.
INTRODUCTION

It is with great pleasure that I present Monash University Library’s 2016 Annual Report. It shows the profound and innovative ways that the Library has added value to the University in response to a period of extraordinary change in the higher education environment.

This is my fifteenth and final report on the Library’s achievements and progress. It has been a great privilege to work with such capable and motivated colleagues in the Library and the broader University community, as we play our part in contributing to the University’s aspirations.

Cathrine Harboe-Ree
University Librarian
Monash University

Photo: James Lauritz
MAJOR ACHIEVEMENTS

BUILDING LIBRARIES
OF THE FUTURE

In 2016 the refurbishment of the Sir Louis Matheson and Caulfield libraries enhanced key subspaces, opening refurbished spaces to students progressively throughout the year. These contemporary spaces feature innovative and collaborative learning, teaching and research facilities, important assets contributing to students’ educational experience at University.

December 2015 marked the completion of Stage 1 of the Matheson Library, seeing a new suite of technology-rich discussion rooms, a new gallery and Library staff co-located in the refurbished Information Services Building, part of the Matheson Library complex. June 2016 marked the completion of Stage 2, making available new study spaces, discussion and teaching rooms and the Special Collections Reading Room. The final stage of the Matheson Library refurbishment and the major landscaping works of The Forum, adjacent to the Matheson entrance, are due for completion by May 2017.

At Caulfield Library, we opened refurbished levels three and four to students in 2016. Major building works continued, including considerable changes to the exterior of the building. The expansion of the Library will be completed in May 2017, doubling existing capacity and introducing a wealth of new study and technology-rich collaborative learning and teaching spaces.

New integrated cafes will open within the Caulfield and Matheson libraries, adding a valuable meeting place and a relaxed space for Library users and the wider University community to read selected newspapers, journals and electronic resources.

The Library has been working in partnership with the University’s Buildings and Property Division (BPD), architects, builders and consultants on these projects. In light of the many challenges when working on aged infrastructure, the BPD Director thanked the University Librarian and Library staff for their unwavering and resolute assistance and cooperation in transforming these important libraries.

ENHANCED WAYFINDING
THROUGH USE OF TECHNOLOGY

Our libraries together attract over 3.5 million visits a year. To help users navigate, we utilise colour, materials, lighting, design and signage to guide students to their point of destination.

In 2016, we collaborated with eSolutions and a technology consultant to successfully pilot a digital wayfinding solution in the Hargrave-Andrew Library. The project aimed to improve navigation to all key destinations, across all floors of the Library. Students use the interactive map to find a quiet study space, a discussion room, an available computer and the physical collections.

By using live space utilisation data and triangulating personal devices via the wireless network, the application identifies whether study spaces are free, busy or full. It integrates with the Library computer finder, Library events and discussion room booking services. Together, these systems provide a summary of available technology and space, improving student experience, especially in the busiest weeks of semester. Digital wayfinding will be deployed at Matheson and Caulfield libraries in 2017.

NEXT GENERATION APPROACH
TO RECORDING LECTURES

Lecture recordings are a valued element of student learning, providing flexibility and learning review options for students. The Library, eSolutions and the University’s Office of Learning and Teaching (MU-OCT) planned a software upgrade of the recorded lectures service, Lectures Online. The new cloud-based Echo 360 Learning Capture platform will be available from January 2017. Students and teaching staff will benefit from the platform’s integration with Moodle, timetabling system and enhanced learning analytics.

Lectures Online
This renewed approach to strategic planning, measurement and reporting, and engaging staff and stakeholders throughout the process, is strengthening evidence-based decision making and practice improvement across the Library.

MANAGING RESEARCH OUTPUTS AND MAKING THEM MORE ACCESSIBLE

The research data management platform, figshare, was created by a researcher forced to exclude many valuable figures and tables of research data from his PhD thesis. In February we launched a customised instance, monash.figshare, allowing Monash researchers to store, manage, access and share their data, according to their research needs. We developed this breakthrough platform in collaboration with eSolutions, Monash eResearch Centre, and the software company.

An active outreach program since monash.figshare’s inception in April 2015, led by the Library’s research infrastructure team, has resulted in hundreds of researchers engaging with monash.figshare (figure 1) and considering monash.figshare as a data management solution for new research projects. Access of Monash research in monash.figshare grew from 2,099 views and 300 downloads at January 2016, to 102,268 views and 19,787 downloads by the end of 2016.

BETTER PLANNING THROUGH USE OF EVIDENCE AND METRICS

The development of metrics to measure the Library’s performance against strategic initiatives and ongoing activities, along with reporting protocols, has been the focus of the Library Performance Metrics (LPM) project.

The Library engaged a performance improvement consultant to introduce a strategy mapping approach to planning, and to provide advice and capability building for the project team. The resulting 2017 Library strategic plan, Focus Library, articulates the Library’s role, and its contribution to the achievement of the University’s goals in the Focus Monash five-year strategic plan.  Focus Library expresses four themes of activity, each with associated objectives and underpinned by five enablers.

Library subject matter experts and project team members identified new metrics by considering relevant focus questions that reflect stakeholder interest. Questions include: “Are we facilitating student engagement, transition and progression at university?” The answers to such questions require data to evidence the Library’s performance success. The collection, curation, analysis and reporting of 45 metrics linked to focus questions across the Library’s strategy map will be implemented as the Library Strategic Metrics Program in 2017.

The Library’s new Excellence and Engagement Division conducted roadshows in late 2016 to launch Focus Library: Monash University Library 2017 Annual Plan to all Library staff. Staff could see connections between elements in Focus Library and the University’s new performance development tool, myPlan. Team planning days early in 2017 will involve staff translating Library goals into team and individual work goals.

This renewed approach to strategic planning, measurement and reporting, and engaging staff and stakeholders throughout the process, is strengthening evidence-based decision making and practice improvement across the Library.
These figures demonstrate the transformative change from a print to a digital environment, in all aspects of the Library’s activity.
OUR CONTRIBUTION

ENHANCING STUDENT LEARNING EXPERIENCE

The Library is a key partner in the implementation of the University’s Better Teaching, Better Learning (BTBL) Agenda, led by the Monash University Office of Learning and Teaching (MUOLT).

The Unit Enhancement program, a BTBL initiative, has reoriented and focused the Library’s collaborative work with faculties. Faculty support from the Unit Enhancement review and delivery of units by academics, faculty-based educational designers, and the Library’s learning skills advisers and librarians.

In 2016, these teams answered the BTBL challenge to innovate and improve, leading to changed approaches to unit, lecture and tutorial content, planning and structure, and assessment.

Seventy per cent of the Library’s research and learning skill development programs, resources and activities were in-curricular and 16% of these were sponsored by the Unit Enhancement program.

Academic partners acknowledged the Library’s contribution at the second annual Unit Enhancement Symposium in November and recognised the Library’s role in improved Student Evaluation of Teaching and Units (SETU) results.

PROMOTING LEARNING AND INCLUSION

Library staff create learning and research skills eLearning resources for independent use by students anytime, anywhere, providing flexible and inclusive learning experiences. eLearning resource development is guided by the suitability of this approach for different purposes and by the sustainability of Library delivered programs.

In 2016, over a quarter of the Library’s skills development programs were offered in a blended mode and significant new online resources were developed as a result of collaboration with faculties and other University partners.

Highlights include:

• The Research and Learning Online project provides a single, readily accessible web portal to Library eLearning resources available to a global audience. The focus is on resources relevant to a broad range of students, across the education and research lifecycles. In 2016, the new portal went live with initial new content created by Library staff. The funding proposal for project stages two and three, including Federal Government Higher Education Participation Programme (HEPP) funding for up to 50% of the project cost, was approved in April.

• An Orientation Library Guide was created to assist student’s successful transition to university. Aligned with the University’s Orientation Transition Framework, the content was designed to be delivered in fourteen short videos. It was piloted in 2016 and is being presented to students in the Library and providing them with just in time resources.

• The Library has a long standing commitment to staff development in the pedagogical and technical aspects of eLearning, to respond to the University’s needs and priorities. Two important resources were developed by staff who completed the Library’s in-house eLearning course. The resources are guides to completing systematic reviews of the literature and to finding non-English language resources in Library Search.

• The growth of systematic reviews has been strong over the past five years, and use of this intensive research method has extended to undergraduate curricula within the Faculty of Medicine, Nursing and Health Sciences. The Systematic Review guide was developed in collaboration with the Alfred Hospital Library, and since its launch, has received plaudits from academics for its accessibility, design and ease of use. This guide is being used within units and being considered as the central basis for a comparable tool.

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• The Finding non-English language resources guide reflects the rich diversity of the Library’s collections and its users. This tool will enhance discovery and increase use of non-English language resources.

• The Library has continued its engagement with Monash MOOCs and was involved with the Small Private Online Course, Food as Medicines, based on a more extensive Bachelor of Pharmacy and Pharmaceutical Science MOOC. A Law Library subject librarian was one of the contributors to the Law for Non-Lawyers MOOC, recently developed in 2016. This course has received outstanding student reviews on the key MOOC aggregator Class Central and MOOC List.
DEVELOPING EMPLOYABILITY SKILLS

Securing professional employment is a common goal for students and graduating with strong employability skills is a tremendous asset to this end.

Each year in the national Course Experience Questionnaire, graduates are asked if their studies improved their generic skills, such as teamwork, problem-solving, analytical and communication skills, confidence in tackling unfamiliar problems and their ability to plan their work.

These employability skills are research and learning skills in the university context. To make these skills explicit in the curriculum, the Library has led the use of the Research Skill Development (RSD) framework to identify student skills development against research competency standards and then implemented strategies to address gaps.

In a novel collaboration for a student assessment, Monash University Publishing led MADA’s Communication Design course to produce online book trailer clips. The first clip was for The Vagabond Papers by John Stanley James.

A professional clinical communication online tool has been developed to test healthcare professionals – a Library-led project, funded by the Monash Education Academy small grant, created a pseudo-authentic learning environment using common clinical scenarios. This pilot gave Pharmacy and Berwick-based Nursing students the opportunity to develop interpersonal and communication skills in preparation for work placements and their future career.

EXACT - EXcellence Around Critical Thinking for Monash graduates – a joint project with academics from Pharmacy, Chemistry and Chemical Engineering to improve students’ employability skills. EXACT is a flexible and sustainable teaching tool which develops and strengthens students’ critical thinking.

The GENERATOR - a new Monash initiative, fostering entrepreneurship. Monash students along with Business and Economics subject librarians and learning skills advisers collaborated on a project to develop a ‘tool box’ for health professionals to enhance communication and problem-solving skills. The initiative is being supported by the Australian Medical Association, Monash University, and Monash Interdisciplinary Centre.

STRENGTHENING GRADUATE EDUCATION

The Library directed considerable resources to graduate student and early career researcher capability development. Approximately 50% of the Library programs developed in 2016 were for graduate students.

In addition to these mainly faculty-based programs, the Library has been actively involved in the University’s Graduate Researcher Development (GRD) program. The Library contributes 15 workshops to three of the GRD’s eight learning domains. To date, five of these workshops have been developed as eLearning resources.

Library staff contributed to curriculum design, development and teaching for the new Masters in Biomedical and Health Sciences, which commenced in semester two. The Library has been fully engaged in designing the curriculum for the writing skills unit. Each session incorporates lectures, discussions, class exercises and workshop activities, as well as online quizzes and exercises, submitted and marked on Moodle.

The Library’s commitment to curricular development has been very positive.

Photo: James Lauritz
FOCUS ON ACADEMIC INTEGRITY

The Academic Integrity Tutorial is among the most used of the Library’s online resources. The number of faculties that have incorporated this resource into orientation activities relates to the University’s education approach early in student’s academic life.

In 2016, Library staff reviewed and updated the 14 modules of the Academic Integrity Tutorial. We also contributed to the creation of the Faculty of Information Technology (FIT) Academic Integrity Module. Based on the design of the Monash Art Design & Architecture (MDA) Creative Integrity Modules sites, also developed as a Library-Faculty partnership, the FIT site aims to connect students with information regarding academic integrity in relation to their construction of writing, multimedia, and online, with all students in the Faculty enrolled automatically.

The Library contributed to triangulation of the work of the Learning and Teaching Committee Academic Integrity and Intellectual Property Protection Working Party, and associated activities. The Library’s Copyright Adviser, Learning Skills Manager participated in various Library-meetings that together with additional faculty and University information and reports, is building an overall understanding of plagiarism at the University.

CONTRIBUTING TO CONTINUING EDUCATION EXCELLENCE

Continuing Education (CED) is a program for Monash academics to build and refresh their capabilities in 21st century teaching and learning. Library subject experts have integrated, clearing and information research and learning skills, have developed and taught into three CED Framework modules with academics and professional staff partners:

• Teaching and learning with social media
• Evaluating your teaching practices
• Embedding research skills in interrogative curricula

Associate Professor Angela Carbone, Director, Education Excellence, with oversight for the CED program, noted that the modules “…have been of a high standard with Monash academic staff continue to develop their potential as excellent educators.”

MAXIMISING IMPACT OF MONASH RESEARCH

The Library continued to take a leadership role in enabling Monash researchers to meet open access requirements. This has been through the provision of expert advice, platform and tools, and involvement in the development of the open access capabilities of the new myResearch platform.

The Library’s Research Division has provided advice to guide the University’s future use of altmetrics. An early implementation of this in the integration of Altmetric scores into monash.figshare. A Library-coordinated demonstration of Altmetric scores into monash.figshare, has been of a high standard ensuring that Monash academic researchers have access to high-quality research impact tools, and involvement in the development of the open access capabilities of the new myResearch platform.

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The University’s card, print and payment services underwent a major improvement program in 2016. As a key stakeholder in the M-Pass Program, the Library was actively represented on the Steering Committee. The initial rollout of multifunctional devices and follow-me printing for staff was successfully trialled in July at the Clayton Libraries and eSolutions offices. The rollout to other libraries was completed in December. The implementation of the student printing environment is scheduled for February 2017, in time for semester one. This project is a significant University initiative with the Library collaborating closely with key partners, eSolutions, FiRM, Student Services and Security.

The Library participated in other University wide projects, including the CampusM pilot project that replaced the my.monash portal. The Library was one of the first areas to be developed for the new portal. The Library showcased the digital wayfinding product to other divisions across the University to inform campus-wide, digital wayfinding initiatives. Both these projects utilised agile project management methodology, achieving targeted outcomes on schedule.

The Library monitored Monash’s international activities, highlighting to the University where it can add value, as well as issues that could impact Library provision. The Library participated in the Warwick Alliance Reference Group, and noted the successful student mobility program. While the Library focuses on in-curricula skill development, staff have delivered orientation sessions for exchange students, for example in Law and for second year Engineering students intake from China.

As part of the ongoing review of Library provision to partners, the Library prepared a position paper for the Vice Chancellor’s Executive Committee, and the Library is now acting on its recommendations. The Monash College Service Level Agreement was successfully renegotiated with approval for an additional librarian position to assist in the development of online learning modules, license negotiations and the provision of the new Learning Capture infrastructure. Presentation to the Higher Education Compliance and Quality Forum on our approach generated interest from teaching and learning leaders in other Australian universities.

The School of Languages, Literatures, Cultures and Linguistics within the Faculty of Arts has created a Monash-Warwick Alliance collection in Equella. The Library created guidelines and provided advice on the creation and ingest of content. The Library worked with eSolutions and MU-OLT to develop business requirements for an enterprise Learning Objects Repository Environment (LORIE) with a particular focus on video content management. The repository selection process will be completed by the University in early 2017.

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OUTREACH AND EXHIBITIONS

NEW GALLERY AND TEACHING SPACES, MATHESON

New contemporary spaces created through the refurbishment of Matheson Library provided ideal venues for a range of events in 2016 in collaboration with faculties, the Office of the Vice-Chancellor and Yulendj Indigenous Engagement Unit.

Events held in new areas of Matheson Library in 2016 included:

• A Writers and Their World Seminar led by author Tony Birch, the first event to use The Gallery
• A history lecture, Photographing War, featuring American historian and World War I specialist Jay Winter
• A key session of the Vice-Chancellor’s Global Leaders’ Summit held in The Gallery and the new teaching spaces
• A book launch celebrating 50 years of making a difference in Indigenous affairs at Monash
• Mapping the Sound, a performance art event by Monash graduate research student Angela Viora

Close collaboration with the Faculty of Arts and others will continue, with an engagement strategy in 2017 delivering an events schedule for the new spaces.

MELBOURNE RARE BOOKS WEEK

The Melbourne Rare Books Week program in July included two seminars hosted by the Library at the Monash University Law Chambers on Collins Street. Speakers included Professor Geoffrey Blainey AC and Emeritus Professor Graeme Davison on The Tyranny of Distance, 50 years on, and Rare Books Librarian, Stephen Herrin, on the history of illustration in the context of bibliography.

DIGITAL ART

Research outputs are increasingly digital. Some outputs are best represented on large-scale digital walls, such as the one in Harper–Andrew Library. Two exhibitions were held this year:

• Rise, Set, Ebb, Flow, Breathe, Grow: Evolving fractal geometry, the work of Owen Kaluza, a graphics software specialist with the Monash Immersive Visualisation Platform
• Mathematics of cell segregation, presented by Dr Rotem Aharon, of the School of Mathematical Sciences, Faculty of Science.

Research from more faculties will be featured with the opening of the refurbished Matheson and Caulfield Libraries, each with new digital walls.
The Press has continued to contribute to scholarly communication and debate. Rebecca Jennings’ Unnamed Desire: A Sydney Lesbian History was shortlisted for the 2016 NSW Premier’s History Awards; and Digital Divas: Putting the Wow into Computing for Girls by Julie Fisher, Catherine Long, Annemieke Craig and Helen Forgasz, won the Lewis Manne Prize for an Outstanding Publication in the Area of Women and IT, awarded by the Australian Council of Professors and Heads of Information Systems, Australian Association of Information Systems.

The selection process for new material has undergone a number of changes, with Series Editors replacing some faculty based Editorial Committees. The Press exceeded its target for 2016, publishing 24 titles. Rights purchasing and sales were explored in 2016, with the purchase of distribution rights for two titles in Australia and New Zealand, further developing exposure and improving distribution in South East Asia.

There has also been a strong representation of Monash University Publishing titles in the mass media. Television coverage of Maestro John Monash by Tim Fischer contributed to 10,000 copies being sold. There has also been substantial interest in A Handful of Sand: The Gurindji Struggle, After the Walk-off by Charlie Ward.

Advance marketing is underway for a number of new titles, in anticipation of peak sales periods in the retail book industry. A number of titles will be made open access this year, with the Press expanding eBook content via a range of eBook retailers.

Still from The Vagabond Papers used in the book trailer.
The University Librarian was part of an expert team advising Australia’s Chief Scientist, former Monash Chancellor Alan Finkel, on the 2016 National Research Infrastructure Strategy (NRIS) Roadmap.

Grants and Awards

Library staff received grants and awards for teaching and learning initiatives:

- $31,507 for development of a new Arts Master Skills site—modeled on the award winning Mastering Analytical and Research Skills site developed with the Faculty of Business and Economics.
- $5000 for LL.B (Hons) for development of an assessable research skills eLearning module for the new Research Project unit.
- Learning Skills Advisor Dr Cameron Fuller received a 2016 Office of Learning and Teaching Teacher Innovation Award, with Dr Robbie Napper and Dr Daniel Palmer, colleagues from Monash Art, Design and Architecture, for their thesis writing boot camp.

Professional Development of Staff

A team approach to building eLearning resources is improving consistency, quality, and efficiency. Subject librarians and learning skills advisors develop eLearning storyboards which are then created as resources for students by a team of staff skilled in the use of eLearning software.

New librarians are increasingly appointed to split roles or rotating positions. This innovative approach increases the experience, adaptability and knowledge of new staff and widens their future opportunities. Secondments are also encouraged.

The Peer Partnership Program for Better Teaching, Better Learning, facilitated by Monash Office of Learning and Teaching (MOOLT), had a positive impact in teaching practice in the Library. There were 17 Library staff partnerships formed during the year.

International Staff Visits

- MALAYSIA RSD

When the Research Skill Development (RSD) framework was implemented at Monash Malaysia, the Malaysia Library and Learning Commons offered a workshop for academic staff. Information Resources Skills Manager Lyn Traynor and Learning Skills Manager Sarah Jansen ran the workshop for academics in Malaysia and provided related training to Malaysian Library staff.

Order of Australia Honours

Two recipients of the Order of Australia Medal in the 2016 Queen’s Birthday Honours are significant contributors to the Library’s special collections.

Dr Richard Travers, a collector of the history of medicine in Australia, donated much of his rare material to the Library, and secured other medical collections for us. His donations were featured in a 2009 Rare Books exhibition.

Former Library Director Ho Chooi Hon, was the driving force behind the establishment of the renowned Asian Collections.
Library staff are members of advisory and leadership groups in the following organisations:

- Alma Product Working Group, ELUNA (Ex-Libris Users of North America) and HELU (International Group of Ex-Libris Users)
- Association of Language and Learning (AALL)
- Australian Academic and Research Libraries' Editorial Board
- Australian Collaborative Education Network
- Australian Evidence-Based Practice Librarians Institute
- Australian Library and Information Association (ALIA) New Generation Advisory Committee
- CASAL Reciprocal Borrowing Executive Committee
- CASAL Research and Information Group (CRIG)
- Council of Australian University Librarians (CAUL)
- Federation for the Advancement of Victorian eResearch (FAVeR) Research Data Management Working Group
- Libraries Australia Interlibrary Loans and Document Delivery Sub-committee
- Melbourne Rare Books Week Committee
- Monash Peninsula Education Project Committee (Secondary Schools, Tertiary Institutions, Public Libraries, Local Councils)
- OA Society Ltd (publishers of Overland)
- Peninsula Health - Library working party
- ProQuest Advisory Board
- Relais Advisory Group
- Victorian University Librarians’ Group
- Wiley Board

Publications and presentations by Library staff are available on monash.figshare: [https://doi.org/10.4225/03/57CD01371A826](https://doi.org/10.4225/03/57CD01371A826)

Seated (from left): Sue Owen, Director Excellence and Engagement; Cathrine Harboe-Ree, University Librarian; and Lisa Smith, Director Education.

Standing (from left): David Groenewegen, Director Research; and Janette Burke, Director Resources.