Our students learn and work in a global information world, and yet the value they continue to place on premium learning spaces is evident. Our focus on both the physical and the digital aspects of our spaces and services is a key factor in students’ use of and value they place on their library.

We live in a digital age, and the Library is providing the knowledge and expertise needed to enable access to digital content in an increasingly online educational environment.

Our Library staff have delivered on the Library’s promise of outstanding online and campus experiences, and I thank them all for their efforts in 2013.

‘Students are drawn to the Library when commencing at University and develop a sense of belonging and connection throughout their studies. Ultimately, students look to their libraries, on campus and in the cloud, for inspiration, collaboration and content that enables them to do their best work.’

Anne Horn, University Librarian / Executive Director, Academic Support

**LEARNING**

The Library’s contribution to the university-wide Course Enhancement Project has been significant this year.

The Library continued its drive and focus on building a university-wide understanding of digital literacy.

The Digital Literacy Community of Practice, launched via staff networking platform Yammer, was very valuable and was the first of its kind to help support Deakin staff.

**VALUE**

The Vice-Chancellor opened the most recent Library building refurbishments at the Melbourne Burwood Campus Library. The launch celebrated our provision of students library spaces that inspire students to do their best work.

The Library continues to develop and improve its web channels for students, opening up a world of possibilities for engaging with global knowledge resources.

**IDEAS**

The Library further expanded its services supporting research.

Advocacy and infrastructure for open access initiatives were valued by a growing number of researchers, reflecting the requirements of funding bodies.

Advances in research data management, advice and practice, were possible through funding from the Australian National Data Service (ANDS).

The Library’s new OPAL (Open Access and Licensing) website was welcomed by Faculties and Divisions.

**EXPERIENCE**

Deakin’s Staff Survey results evidenced Library staff performing at the highest level in key areas, including change and innovation; a results focussed approach; and recognition of the talents of their colleagues.

Exhibitions drawn from the Library’s Special Collections showcased to the community some newly released collections, attracting widespread interest.
The Library has an extensive collection of resources to support the key areas of teaching, learning and research.

Here is a snapshot of our collections in 2013:

**YEAR IN REVIEW**

- **1.256M** books
- **339,160** e-books
- **37,846** online videos
- **3.4M** online images
- **95,420** e-journals
- **421** online databases
- **24,099** DVDs
- **85,132** special collection items

**TRENDS:** Our collections are shaped by emerging and new technologies. We continue to monitor how students and staff use our resources and services and respond to their needs. Here are some interesting trend snapshots:
LEARNING

The Library maintained its drive and focus on supporting learning through building a university-wide understanding of digital literacy, one of the University’s eight graduate learning outcomes (GLOs). The Library released a ‘cloud concept’, or short animated video, accompanied by a Teacher Resource, to enhance understanding of this GLO. The Library also launched a Digital Literacy Community of Practice to engage the academic community, the Library, and learning teams and advisers.

Digital Literacy Research

The Library commissioned Dr Pauline Hagel, former Senior Lecturer in the Faculty of Business and Law, to undertake a literature review across the fields of higher education and library and information science.

The review aimed to better define and build understandings of Digital Literacy (DL) and to identify good practice in the assessment of DL, including examples of current practice at Deakin.

Library managers utilised this work in planning Faculty programs and working with Faculties and Deakin Learning Futures to deliver improved outcomes for students through the University-wide Course Enhancement Project.

Library Resource Guides

Library Resource Guides continued to be a key information source in discipline areas and serve as a resource portal for students new to research.

The Library completed a significant Library Resource Guide enhancement project which:

- embedded cloud concepts and tools to increase students’ understanding of Digital Literacy
- optimised the interface for viewing on mobile devices
- included a ‘Multimedia’ tab with links to video, image, news and TV resources.

Course Enhancement Project

Library staff, collaborating with Faculties and Deakin Learning Futures, made a significant contribution to the Course Enhancement Project.

Library staff presented at course induction meetings across every Faculty and contributed to course enhancement by:

- reviewing unit action plans
- advising on information resources for students and staff that could be embedded in curriculum and in CloudDeakin unit and course sites
- advising on potential areas for Digital Literacy capability building for teaching staff
- recommending engaging learning activities and enhancements to assessment rubrics for Digital Literacy.

Liaison Librarians continued to offer premium, personalised support addressing the need for integrating Digital Literacy within units. They developed and delivered content in campus, and cloud (online) environments.

The Library web page was totally redesigned. New navigation made support for both students and staff highly visible and accessible using ‘study’ and ‘teach’ tiles. This approach offers a guided pathway to each cohort, optimising their awareness and use of Library resources and facilities best suited to their needs.

Digital Literacy Interactive Tutorial Suite

The Library has created a suite of Digital Literacy learning resources, including videos and interactive tutorials, available to students and teachers.

These resources were designed as part of a new learning strategy: Deakin University’s adoption of eight new Graduate Learning Outcomes. Digital Literacy is Graduate Learning Outcome 3 and is defined as “using technology to find, use and disseminate information”.

The development of a Digital Literacy ‘cloud concept’, a short fully-animated video, enhanced the university community’s knowledge and understanding of the basic elements of Digital Literacy and its role in student learning.

Feedback from academics and other colleagues has highlighted the value of the resource and, in particular, the outstanding quality of the graphics and animation. This style of ‘cloud concept’ is engaging to a wide audience and its message is memorable.

Digital Literacy Community of Practice

A Digital Literacy Community of Practice was launched on Yammer as a platform to share information, knowledge and innovations related to Digital Literacy in a higher education context.

This Community of Practice has attracted participation from Deakin academics and academic support staff, as well as Library staff across all campuses.

One of the primary objectives of the Community of Practice is to increase staff capability in the delivery of Digital Literacy learning experiences to students.

Participants have shared online articles, blogposts and infographics, often with comment directly relevant to the Deakin environment. Experiences with class participation and delivery of learning activities are also shared.

Digital Scholarship 2020

The Digital Scholarship 2020 (DS2020) program was launched by the Library in response to the LIVE the Future: Agenda 2020 Implementation Plan initiative - ‘Identify and invest in the professional development of staff that enables the shift to cloud learning and enhanced located learning’.

The Library developed the DS2020 program to address the challenges of global information and promote the opportunities of new forms of scholarly communication in teaching and research. It was conducted both on campus and via e-live, to over 120 teaching, research and general staff.

In February a tailored DS2020 program was developed for staff from the Faculty of Business and Law. Following this, personalised and small group DS2020 sessions were requested by other schools, which the Library provided.

Positive feedback and suggestions are informing an extended DS2020 program for 2014.
IDEAS

The Library expanded its services supporting research, responding to the University’s growth in research capacity and success in building an international reputation. The key initiatives provided infrastructure for open access and research data management, and advocated their role in research.

Open Access and DRO

The University’s Research Conduct Policy was amended this year to include provisions for open access to Deakin research publications and data. Researchers can meet the access requirements of Australian and overseas funding bodies, including the ARC, NHMRC, NIH, Wellcome Trust and others, by depositing their research outputs in Deakin Research Online (DRO).

Among Deakin’s Top 10 DRO researchers who have the most viewed and downloaded papers in 2013 are Faculty of Science and Institute of Frontier Materials researchers Professor Saeid Nahavandi, Professor Xungai Wang and Professor Wanlei Zhou.

Higher Degree by Research (HDR) - Digital Scholarship Program

The 2013 Digital Scholarship program provided opportunities for research students and HDR supervisors to build their digital literacy and information management research capabilities.

The number of training sessions delivered online increased to 30% of the total Library sessions offered, and all training sessions were well attended.

The 2013 Digital Scholarship Program initially offered training in:

- Using technology competently to effectively access, select, manage, share and use information
- Comprehensively searching and critically reviewing sources relevant to area of research
- Developing publishing and research dissemination strategies informed by knowledge of research quality and impact.

Later in the year the program was extended to include:

- Developing research data management principles and practice
- Using research collaboration tools to successfully share research files, communicate with other researchers and build academic reputation.

Feedback after the OPAL launch was encouraging, with staff valuing practical examples and specialist explanations.

Research Data Management

Funds secured from the Australian National Data Service (ANDS) enabled over 50 Deakin research datasets to be described and discovered in the Library research metadata store.

The architecture of the Research webpages was re-imagined, launching ‘Describe, Preserve and Share’ - managing and sharing research data.

The Footprints Dashboard was released, including a Data Management Plan and Dataset description submission tool. The submission tool enables Deakin researchers to create a data management plan; describe their research data collections and make these descriptions available to a wider audience through DRO and Research Data Australia.

A University-funded Research Data Store was established, delivering technology and processes to assist researchers to effectively manage their data using central services to assure storage, security and longevity of data.

Digitisation of special and unique collections

A digitisation project to test and develop sustainable processes for digitisation of the Library’s unique and valuable collections produced over 200 digital objects. The objects created offer new sources of material for research. Engaging audiences internal and external to Deakin with digitised content is a separate, ongoing initiative.

Hosting of e-publications (OJS)

The Library implemented Open Journals Systems (OJS) in order to investigate its capabilities, respond to immediate faculty needs for archiving and preservation, and to explore the potential for a sustainable business model. This investigation is ongoing.
VALUE

The Vice-Chancellor opened the fully refurbished Melbourne Burwood Campus Library, celebrating the complete make-over of a building that has had various additions throughout Deakin’s history.

Library Refurbishments

The vision for the Library refurbishment program is to delight students with their on campus experience. Our libraries have been designed to be welcoming and inviting, social yet functional, flexible and adaptable. The spaces allow students to engage with the digital capabilities on offer and provide inspiration for their learning.

Melbourne Burwood Campus Library

Through the collective contributions and talents of architects, librarians, facilities managers and artists - and importantly through listening to our students - we have created at the Melbourne Burwood Campus Library signature spaces that inspire and delight.

The refurbished spaces were available to students and researchers in January, well prior to the beginning of Trimester 1.

The new reading room zones, bounded by the traditional Law collection, integrates high-tech learning booths with learned legal works.

The Scholars Room provides intense study spaces for Higher Degree by Research students undertaking desk research, as well as a workspace for staff who may be visiting from another campus.

The glass display cases enveloping the special collections provide a window into a selection of our special collections treasures previously stored in climate-controlled vaults.

New digital artworks, considered integral to the design, provide vibrancy and energy to the collaborative spaces. In the research zones, specially selected works of Australian artists add a new ambience to the experience of the Library.

With informal social spaces transitioning into more formal learning and collaborative spaces, we observe students moving seamlessly between all areas. The Library is now offering students the physically designed and technology equipped spaces they need to learn and work together.

The refurbishment delivered:

**Level 3 (completed January 2013)**

- over 200 powered individual workspaces
- reading room
- Law collection - traditional print volumes
- lounge spaces
- group study rooms - bookable
- study booths and high benches
- quiet study zones
- enhanced Wi-Fi connectivity

**Level 1 (completed August 2013)**

- over 200 powered individual workspaces
- study booths and high benches
- group study rooms - bookable
- Special Collections Display and Repository
- Scholars Room for HDR students and academics
- lounge spaces
- quiet study zones
- enhanced Wi-Fi connectivity
- extensive print collection (0 - 699)

Library Website, Discovery and Sierra

The Library seamlessly migrated to Innovative Interfaces’ Sierra Services platform in September 2013, introducing a more open and flexible environment for the library management system.

Our discovery service (EDS) continued to be customised to address functional improvements and enhance the user experience.

The Library’s Web Creative Working Group (WCWG) continued to contribute to the ongoing development of the website with membership from across the library contributing perspectives and expertise.

‘Libraries are the heart of the University’ - Vice-President, Deakin University Student Association, speaking at the launch of the Melbourne Burwood Campus Library
Staff involvement and community engagement were strongly encouraged, with Library events drawing in people from within Deakin and the wider community. Exhibitions drawn from the Library’s Special Collections showcased some never-before-seen collections, attracting widespread community. Exhibitions drawn from the Library's Special Collections with Library events drawing in people from within Deakin and the wider Staff involvement and community engagement were strongly encouraged, EXPERIENCE

Writers@Deakin

Now in its seventh year, Writers@Deakin was successfully held in partnership with the Faculty of Arts and Education as part of the Melbourne Writers Festival.

The Melbourne Burwood Campus Library enjoyed hosting this event, where the panelists tackled an important yet rarely-discussed topic – “The Mind and Body in Crisis”, a subject that addressed personal experiences in relation to the human cost of war.

The author line-up included Major General John Cantwell AO, DSC who suffered post-traumatic stress having served with distinction in Iraq and Afghanistan, and Margaret Evson, whose son, Lieutenant Mark Evson, died fighting in Afghanistan. The event chair, Deakin University’s Professor Ann McCulloch is a specialist in this field and facilitated an engaging interview with the guest authors.

The event attracted 100 attendees from Deakin’s student and staff population, and the local community. This year’s event inspired many student and staff population, and the local community. This year’s event inspired many

Resource of the Month

The Library’s Resource of the Month series continued to showcase new resources available from our collection. The in-depth exposure of academic and new media resources expands staff capacity to provide excellent services to our users and contributes to the global information experience of students and staff.

Deakin Staff Survey Results

With a strong response rate to the Deakin Staff Survey the top 3 areas of excellence for Library staff performance were:

• Change and innovation
• Results focus, and
• Recognising the talent of colleagues.

The Library was the highest ranked division in the University on these scales. This is a remarkable reflection of the talent of the Library’s workforce.

Library Internal Work Experience Program

The Library continued to offer staff the opportunity to participate in the Library Internal Work Experience Program, an initiative designed to build staff capability and support the sharing of knowledge and good practice across the Library.

Library contribution to future student initiatives

The Library recently hosted many school-student visits, an initiative of Equity and Diversity’s Deakin Experience and Access Program (DEAP).

Liaison Librarians helped to design, develop and implement targeted activities to increase visiting school students’ engagement and interest in global information sources and mobile technologies.

Alfred Deakin Prime Ministerial Library (ADPML) and Special Collections

The Alfred Deakin Prime Ministerial Library gallery held a busy program of exhibitions throughout 2013, providing a venue for Deakin Faculties and Divisions to host events in addition to exhibitions initiated by the Library.

‘Alfred Deakin: Duty and Devotion’, a special exhibition that offers a glimpse into the life of Australia’s second Prime Minister, was staged to coincide with the anniversary of Alfred Deakin’s birth - August 3rd.

Two further exhibitions were drawn from the Library’s Special Collections:

• ‘Banks’ Florilegium: the Australian botanical prints’, an exhibition exploring the new world of plants discovered by Captain James Cook and Joseph Banks in 1770. Banks’ Florilegium was successfully launched by Professor David Cahill, and showcased for the very first time over 70 of the 337 prints in the collection.

• ‘Visitors’, a display of prints taken from a limited edition book produced by local writer Gregory Day and local artist Jiri Tibor Novak

The Special Collection spaces at the Melbourne Burwood and Geelong Waterfront Campus Libraries were significantly improved, enabling the Library to publicly showcase the many unique and valuable items that comprise the collection.

Deakin Art Gallery also organised two events in the ADPML gallery space: an exhibition by a Geelong artist, and a display of indigenous art drawn from the Deakin Art Gallery’s own collection.

The School of Communication and Creative Arts held two exhibitions:

• ‘Projections’, a collaboration between the School and Courthouse Arts, coinciding with the World Congress on Communication and the Arts 2013 in Geelong

• The Art Study Tour Exhibition showcased the artwork created by 15 Communication and Creative Arts students who participated in a study tour of Europe, retracing the footsteps of Monet, Cézanne and Van Gough.

In addition, the School of Architecture and Building organised a display for the Sunseed Tanzania Trust, dedicated to improving the quality of life for rural communities through its Domestic Energy Program in the arid Dodoma region.
LIBRARY MANAGEMENT AND GOVERNANCE

The Library has a client-focused organisational structure and philosophy. Services are delivered through campus libraries located at each of the University’s four campuses, online through an extensive Digital Library and increasingly through our social media channels.

Library Organisational Structure

The Library is one of three divisions that report to the Deputy Vice-Chancellor (Education).

To reflect the changing nature of our work, and the evolving role of the Library in the digital space, our organisational chart now includes 3 large units:

- Global Information Access
- Digital Library and Repositories
- Digital Scholarship and Client Services

Each unit is led by a Director, who reports directly to the University Librarian / Executive Director, Academic Support. Collectively, this group forms the Library’s Executive, along with the Associate Director, Library Resources and Infrastructure.

The Library’s planning group, Strategic Management and Resources Team (SMART) translates the Library’s strategic directions into effective outcomes for students and academic staff and evaluates performance.

SMART brings together all Library senior managers to assure Library services and resources support the teaching, learning, and research priorities of the University. SMART also ensures that the University’s community engagement and partnership priorities are fulfilled.

The Library Vision

The partnerships the Library has formed with its clients are diverse, and will continue to change as information, networks, and the ways people communicate, evolve. Students expect technology to be ‘always on’ and accessible, when and where they need it.

The Library’s high-quality learning environments deliver physical and networked facilities for students and staff to interconnect – to meet, exchange ideas and engage in the learning process. This environment supports interactions extending beyond the classroom, contributing to our student’s excellent university experience.

Evaluating client needs and aligning services to meet those needs is a continuous and dynamic process. The Library sees one of its key contributions to be providing interconnections between clients, information and networks.

Our services are designed to be flexible and personalised, while adapting to suit individual preferences.

The Library provides expert assistance that not only connects clients with scholarly information. Our staff’s expertise on how to make research outputs searchable and accessible through open access repositories is increasingly in demand, as is our knowledge of changing publisher models.

The Deakin Offer

The Library aligns its key strategies with Deakin goals and the Deakin Offer.

As outlined in LIVE the Future: Agenda 2020:

Deakin University offers you a borderless and personalised relationship, creating the power and opportunities to live the future in a new world.

Deakin will be Australia’s premier university in driving the digital frontier - to enable globally connected education for the jobs of the future, and research that makes a difference to the communities we serve.

The Library contributes to The Deakin Offer through:

- delivering effective partnerships with students, staff and the community
- providing responsive and personalised services to support clients’ teaching and learning and research needs
- providing highly accessible and flexible services to international students
- providing leading information technologies and growing the digital capabilities of students, staff and researchers
- providing a high-quality learning environment that supports excellent student experiences and research productivity
- ensuring staff have opportunities to develop the skills and knowledge necessary to make a valued contribution.
DEAKIN UNIVERSITY LIBRARY

Geelong Waterfront Campus
Geelong Waurn Ponds Campus
Melbourne Burwood Campus
Warrnambool Campus
Alfred Deakin Prime Ministerial Library