

▶ DEAKIN LIBRARY 2021 HIGHLIGHTS

Released April 2022

[DEAKIN.EDU.AU/LIBRARY](https://deakin.edu.au/library)

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▶ ANNUAL REVIEW

UNIVERSITY LIBRARIAN INTRODUCTION



As 2021 came to a close, it also brought about the end of the Library's previous three-year strategic plan. We have created this document to mark the end of Strategic Direction 2019-2021, and to celebrate our achievements in another tumultuous year. It provides a snapshot of some of the projects, services and innovations the Library has delivered over the last 12 months, against the backdrop of the ongoing pandemic.

When the Library released the Strategic Direction 2019-2021, no one could have predicted the immense disruption that the COVID pandemic would bring to the world, nor to higher education more specifically. 2021 was another year of major challenge and change across the sector, and many projects we had planned had to be stopped or slowed down. Our services needed to pivot with a moment's notice and the way we work was changed forever. Amongst the disruption, however, there is also a lot to be proud of and celebrate.

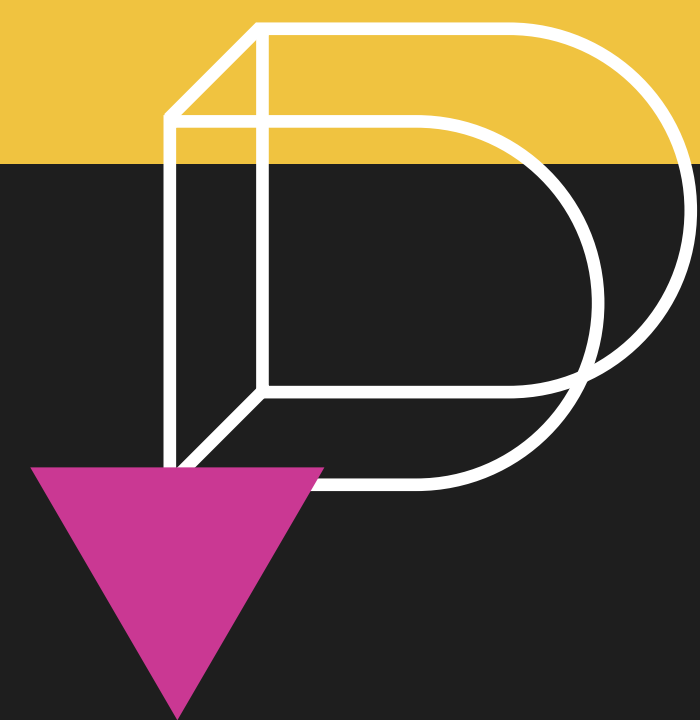
Throughout 2021, we worked with the University to provide essential spaces to students and continued our book postage service to enable students and staff to access our print collections during successive lockdowns. In parallel, we worked with academics to transition unit reading lists to 100% online resources and create new interactive online modules to replace previously face to face workshops.

We maintained and grew engagement with many of our well-used virtual support channels and fully digital services. Our bibliometrics and systematic review services went from strength to strength. We delivered a number of major IT projects, including the Library Systems Uplift project which saw some of our key infrastructure migrated to the cloud. We achieved some significant open access milestones with the launch of several read and publish agreements with key publishers. We embarked on a major university-wide consultation and co-design project to develop our next Library Plan. The list goes on.

In 2021, we also said farewell to Deakin's previous University Librarian, Dr Craig Anderson, and Director, Collections and Global Access, Colin Bates – both of whom have made significant contributions to Deakin Library over a number of years. Thank you to both Craig and Colin for their leadership over the years and we wish them both well into the future.

Most importantly, as we reflect on 2021, I want to acknowledge and thank our incredible Library team for their dedication, commitment, flexibility and resilience throughout what was another very challenging year. At every step of the way, our team have put students and academics at the centre of our decisions. We have sought to provide as much continuity and innovation as we could in the face of massive uncertainty and change.

Hero Macdonald
University Librarian





► BOLD AND IMAGINATIVE EXPERTS

To help the next generation of students and academics succeed, the library will empower staff to be visionary in their work and skills development.



DEAKIN STAFF SHARE THEIR KNOWLEDGE ACROSS THE SECTOR

There has been a lot of activity in 2022 with library staff sharing our knowledge across the industry. This has taken the form of papers, chapters, presentations and blog posts, as well as additional contributions to professional development programs such as contributing to panel sessions. This has come from all corners of the library.

- 5 ▶ Papers
- 2 ▶ Books / chapters
- 17 ▶ Presentations
- 4 ▶ Blog posts
- 3 ▶ Inter-library panel sessions

PROMOTING OPEN ACCESS

The theme and title of this year's Open Access week was It Matters How We Open Knowledge: Building Structural Equity. It provided an opportunity to reflect on the way open access facilitates and promotes expression of diverse voices, ranging from the myriad communities of researchers represented in Deakin's more than 30,000 open access publications, through to the university's talented student body. The creativity and imagination of the latter was amply demonstrated through the October launch of the Mind Matters Student Art Exhibition. This provided an outlet for the artistic understandings of our students regarding mental health, at a time when global circumstances make such considerations more valuable than ever.

MORE THAN 25% of the records in DRO are now open access, meaning 30,000+ publications are freely available to anyone in the world.

WORKING
WITH
STUDENTS TO
SHAPE OUR
FUTURE
DIRECTION

Deakin University Library is currently in the final stages of wrapping up an innovative Students as Partners project, supported by the Office of the Dean of Students. The project recruited 82 students and 42 staff to participate in 1:1 co-design sessions to reflect, ideate, and reimagine the future of our library. Discussions spanned topics around library services, collections, and physical and digital spaces. Data analysis is still underway, but insights include:

- ▶ Students reported access to digital databases and private study spaces as the more common factors to bring them to the library
- ▶ 60% of students reported visiting the library for activities other than studying
- ▶ Student ideas for the future library included: drop-in sessions or one to one sessions with library staff, more e-book copies of textbooks, and provision of disability access rooms.

82 STUDENTS
participated in library co-design sessions.

HELPING UPSKILL WITH DIGITAL DEMOS

Digital Demos are short discovery sessions focused on digital tools and digital learning. Hosted by the library, this peer learning series features Deakin staff sharing their experiences with technologies that support their work practice. We ran seven sessions in 2021, exploring timely topics such as increasing interaction during online meetings, navigating Microsoft Teams, and how to write engaging content.

359 PEOPLE
attended Digital Demo sessions
in 2021.



When you think about the library, what words come to mind?

▶ VIBRANT AND INCLUSIVE ENVIRONMENTS

The library will provide welcoming, safe and inventive spaces to encourage student learning and house collections.

ANOTHER YEAR OF COVID DISRUPTION

Like everywhere else the libraries went from 'business as usual' and planning for another busy year at the start of March 2020, to us completely changing the way in which we operate by the end of that same month. PPE, QR codes, capacities, restrictions and lockdowns and working from home became the new 'normal'. Variations to the rules for rural and metro sections of the state meant that our campuses had to operate as separate entities during lockdowns 4-6 in 2021 and the two larger libraries closing complete floors for long periods of time. Every item of furniture (both student and staff) was scrutinised for COVID risks.

39,334 ITEMS

were borrowed during 2021.
During the lockdowns, our teams posted 17,746 of these items to library users.

Alexandra Roginski
@AlexRoginski

In just one of many examples about how the folks at [@deakinlibrary](#) are excellent, they post books to us when we request them. It's like all of my children nerd dreams come true. Thankyou librarians of covid!

12:37 PM · Aug 5, 2021 · Twitter Web App

Natalie Jones
@leftmyheart_

Did you know that Deakin Library can post your borrowed books out to you? IKR! Digital student. Digital subject. Tactile learning. [#learningbydoing](#) [#ALC708](#) [@DeakinArtsEd](#) [@deakinlibrary](#)



BURWOOD

'Officially' locked down 6 times, however remained open with minimal staff for vulnerable students most of lockdowns 4 and 6.

WAURN PONDS

The most 'open' library of all campuses, remaining open in some form more than any other

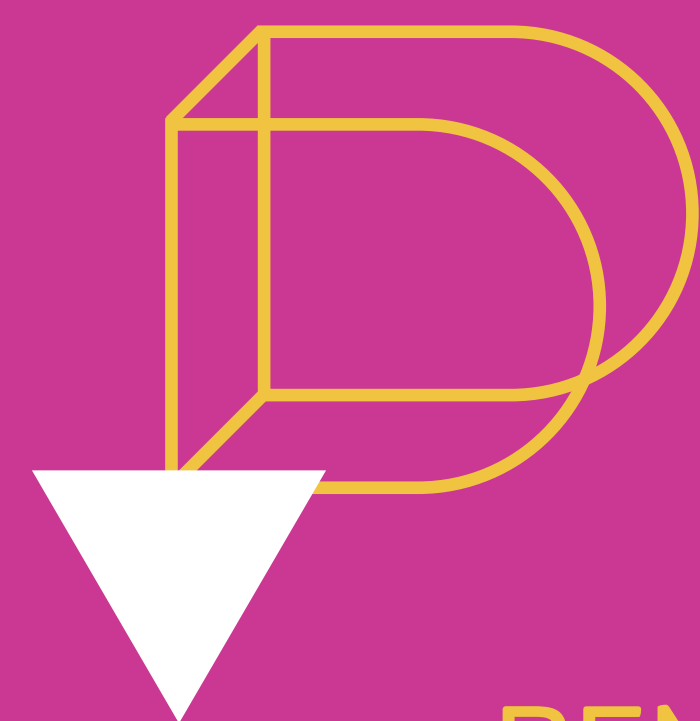
WATERFRONT

The most closed, particularly late August – late October 2021

WARRNAMBOOL

Recovering the best so far with a 25% increase in visitors between 2020 and 2021





RENAMING LIBRARY SPACES IN LOCAL LANGUAGES

One of the key ways libraries can be inclusive of Indigenous cultures is by incorporating local languages into their spaces, both digital and physical. After renaming several rooms at the Burwood Campus in 2019, this year we brought the initiative to the Waterfront and Waurin Ponds campuses.

New names have been developed in consultation with local First Nations representatives. For example, a training room at Waterfront Campus was renamed 'Ngarrwa' (pronounced N'yah-wah) which means 'go and learn' in Wadawurrung language. Along with the room name changes, we also provided a translation and pronunciation guide to help people understand the new names and put them into practice.

GETJAWIL

(pronounced Get-chah-will)

New name for group study rooms, which means 'many' in Wadawurrung language.



BURWOOD SCULPTURE

ANDREW ROGERS, RESISTANCE (1991),

Carrara marble, 75 x 70 x 57cm,
Deakin University Art Collection,
Donated through the Australian
Government's Cultural Gifts
Program by the artist, 2019.

Image copyright and courtesy of the artist.
Currently located in the foyer of Burwood
Campus Library.

THE VERGE UPGRADE

Our digital display showcases are an important demonstration of the library's role and expertise in facilitating the discovery, access and analysis of information to support scholarly and research endeavour, and student success. In late 2020, we undertook an upgrade of the infrastructure supporting our Waterfront display showcase ('The Verge'). The previous infrastructure had aged since its 2014 implementation and had become difficult to support. A hardware and software upgrade was long overdue.

The upgrade has allowed us to:

- ▶ manage content remotely
- ▶ remove bespoke and unsupported hardware and software
- ▶ improve cyber security
- ▶ enhance the display screen quality



LIBRARY EVENTS

2662

students participated in nine 'Explore your online library' Orientation sessions throughout 2021.

55

library events held throughout 2021, including workshops, training and exhibitions.

249

digital literacy group sessions which received over 12,000 attendances from enrolled students.

'HOW COULD I FORGET THE INCREDIBLE DEAKIN LIBRARY STAFF! YOU ALL WERE VITAL IN GETTING ME ACCESS TO BOOKS AND ARTICLES VIA PURCHASE REQUESTS, INTER-LIBRARY LOANS AND OF COURSE POSTING OUT HARD COPY BOOKS! THANK YOU!'

– CRADLE PhD student

SUPPORTING LIBRARY USER NEEDS

8298

interlibrary loan requests supported.

7608

library chat enquiries responded to.

25,267

enquiries answered via phone, email, web and LMS.

3,452

face-to-face enquiries assisted on campus.

SUPPORTING THE DEVELOPMENT OF DEAKIN MICRO-CREDENTIALS

Our team created a Library and learning skills guide to be included in Deakin's new stackable learning offering. They received some great feedback on their contribution!

THANKS

'This looks fantastic and we're absolutely thrilled with the results (we're even going to write an article about it for our Stackable Learning newsletter). Thank you again for the stellar effort.'

'I WANTED TO SAY A QUICK THANK YOU FOR YOUR VIDEO TUTORIALS ON USING THE LIBRARY RESOURCES. I FOUND IT SO HELPFUL IN GETTING RELEVANT RESOURCES FOR MY ASSIGNMENTS ESPECIALLY BEING A FIRST YEAR ... I WILL CERTAINLY USE THESE TOOLS FOR THE REST OF MY DEGREE!!'

– Bachelor of Nutrition Science student

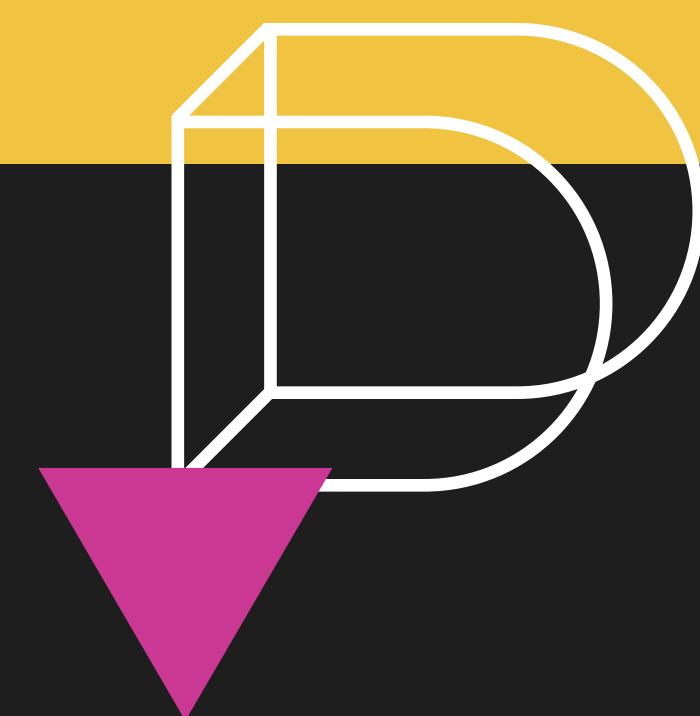
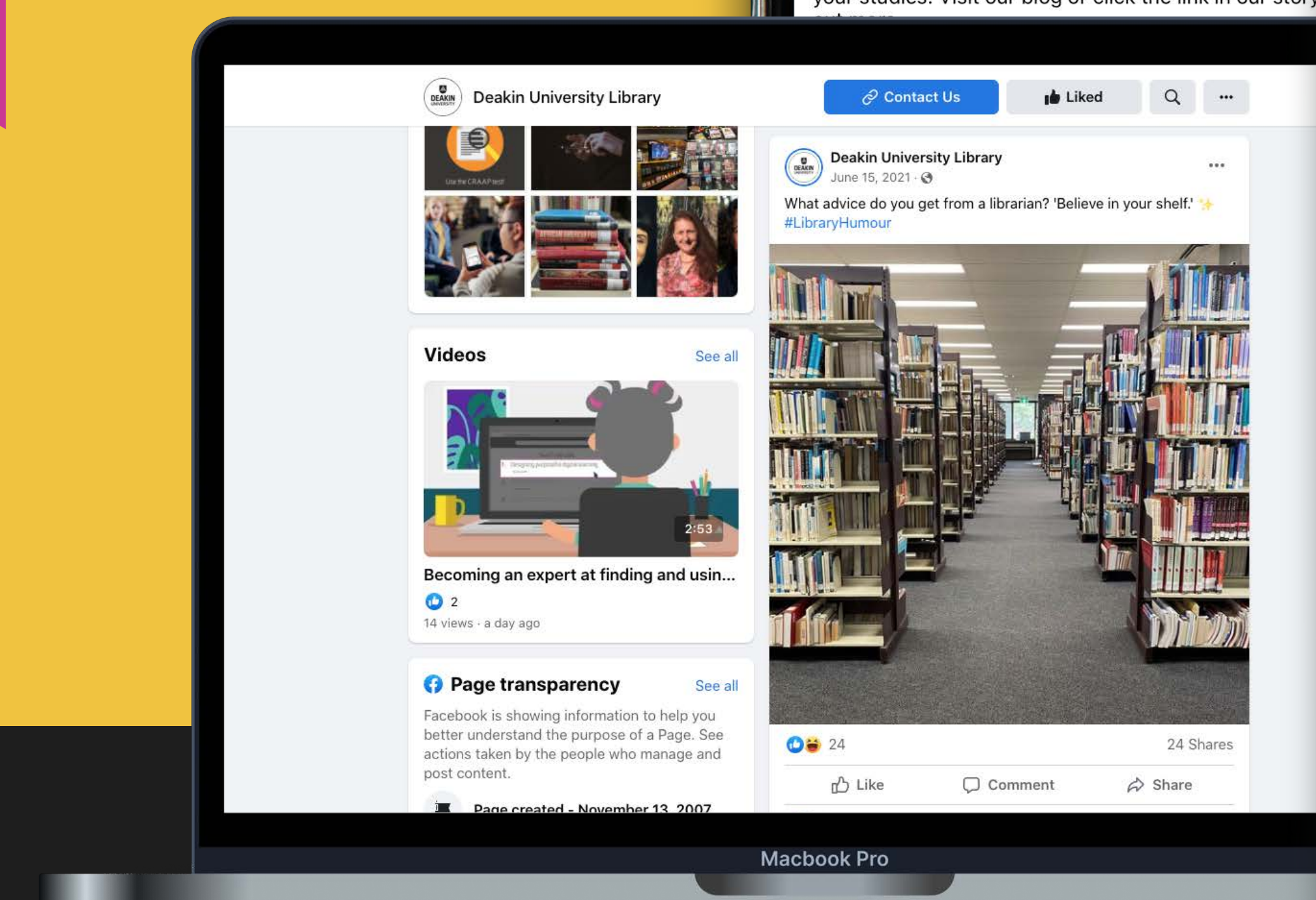
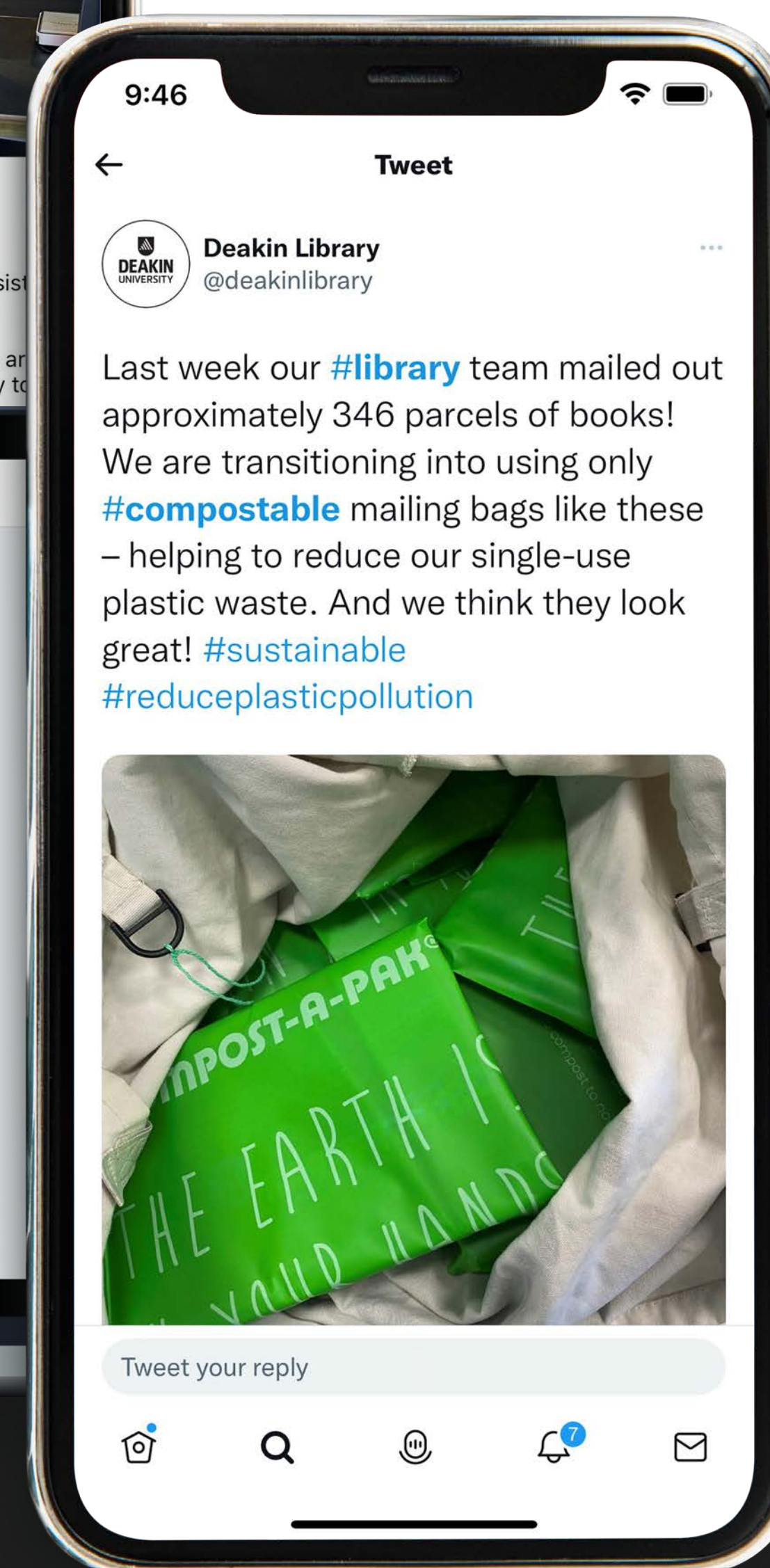
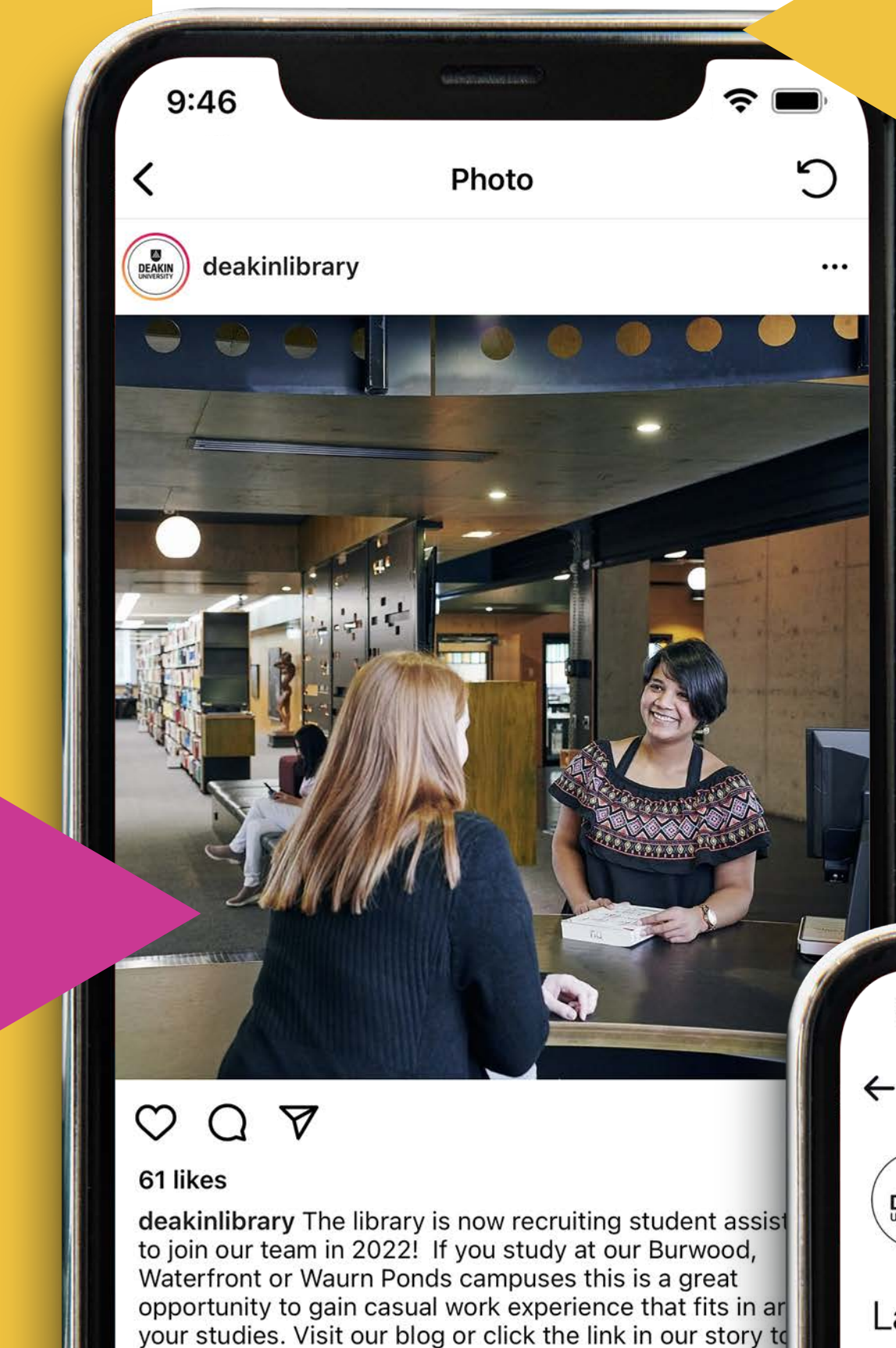
SOCIAL MEDIA

54,369

people reached through Deakin Library Facebook posts in 2021.

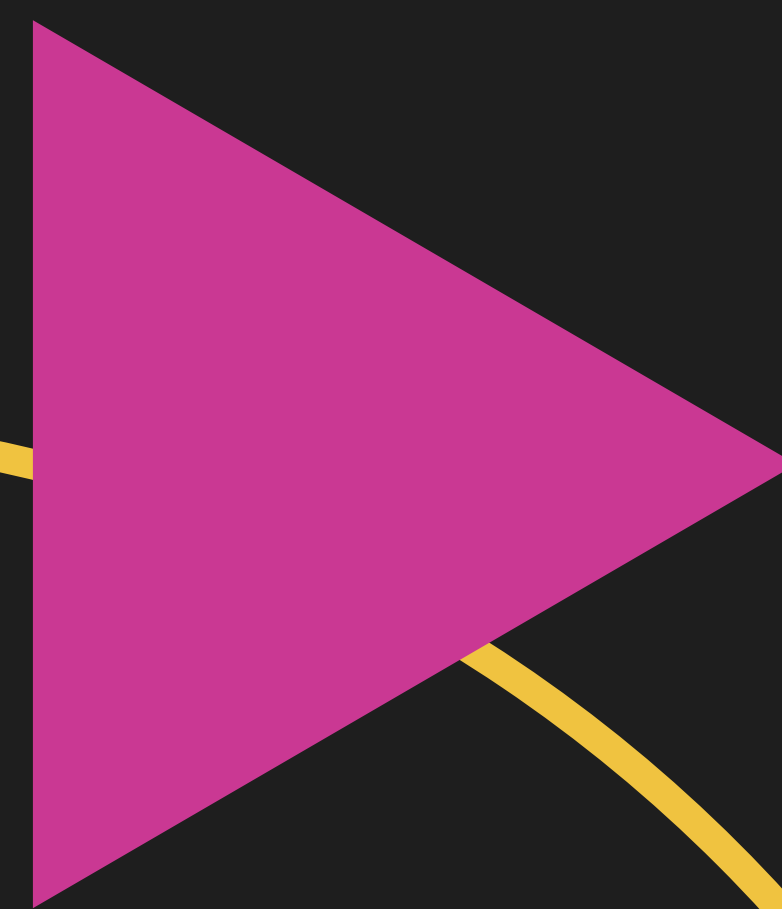
367,596

overall Twitter impressions in 2021.



▶ TRUSTED INFORMATION RESOURCES

The library will provide the University with highly discoverable and reliable information for learning, research and teaching.



NEW COLLECTIONS

- 21940 ► individual print books purchased
- 338 ► subscription renewals reviewed
- 53 ► new subscriptions purchased
- 39 ► streaming video requested investigated / actioned
- 18 ► trials of potential new resources set up
- 28,000 ► new ebook records added to the catalogue
- 1400 ► new ejournals added to the catalogue
- 317 ► eResource processes completed
(content loads, setup new subscriptions)

READ AND PUBLISH AGREEMENTS TO BOOST THE REACH OF DEAKIN RESEARCH WITHOUT A PAYWALL

Deakin Library is participating in ground-breaking new agreements negotiated by the Council of Australian University Librarians (CAUL), to significantly increase the amount of open access publishing in approximately 4000 journals. With the collective participation of CAUL member libraries, this will mean 12000 journal articles published in 2022 will be immediately available to all who wish to read them.

‘THESE NEW AGREEMENTS ARE A SIGNIFICANT STEP - CHANGE IN AUSTRALIA’S MOVE TOWARDS A MORE OPENLY SCHOLARLY FUTURE, AND WILL DELIVER IMPORTANT BENEFITS TO DEAKIN AND DEAKIN RESEARCHERS IN TERMS OF ACCELERATING IDEAS TO IMPACT THROUGH OPEN ACCESS.’

– Hero Macdonald
University Librarian

HELPING STUDENTS IDENTIFY CREDIBLE RESOURCES

In October 2021 we launched a web version of the dependability checklist to help students make decisions about the credibility of resources. The checklist contains ten questions to critically evaluate a resource, and generates a score based on the responses.

The Dependability Checklist was given a creative commons attribution (CC BY NC SA) to enable industry sharing. That goal was reinforced by contributing this resource to an industry OER commons space.

288

visits to the Dependability Checklist website since it was launched in October.

SHOWCASING DEAKIN OPEN ACCESS JOURNALS

openjournals@Deakin, developed by the library, hosts a range of active and archived Deakin University open access journals. The editorial boards of these peer reviewed journals have national and international memberships. Interest in open access academic led publishing is enjoying a resurgence with two new titles in development. Active titles that are currently hosted on the OJS platform are: The Humanitarian Leader, Cinder, TESOL in Context, Journal of Teaching and Learning for Graduate Employability, and Persona Studies.

The Library seeks open access publishing partnerships with University Faculties, research groups and others affiliated with the University.

SHARING THE LATEST NEWS

Our Article blog is where we share important information for library users, from promoting upcoming events to tips on using library services and more.

41,494

visits to the Library Article blog in 2021.

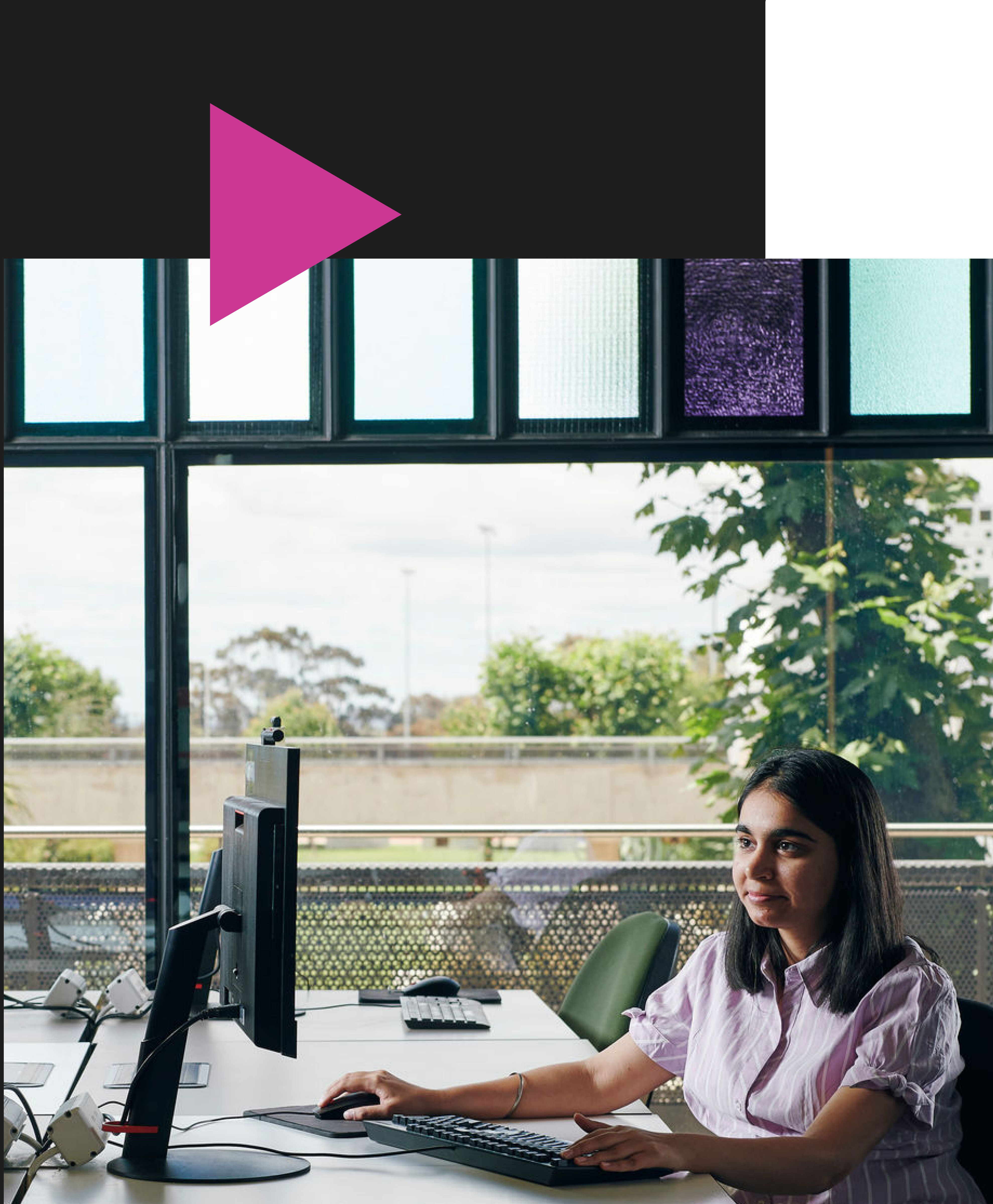


DEAKIN

► PREMIUM SYSTEMS AND TECHNOLOGY

The library will provide high-quality, client-centred systems and platforms for access to and curation of resources and research.





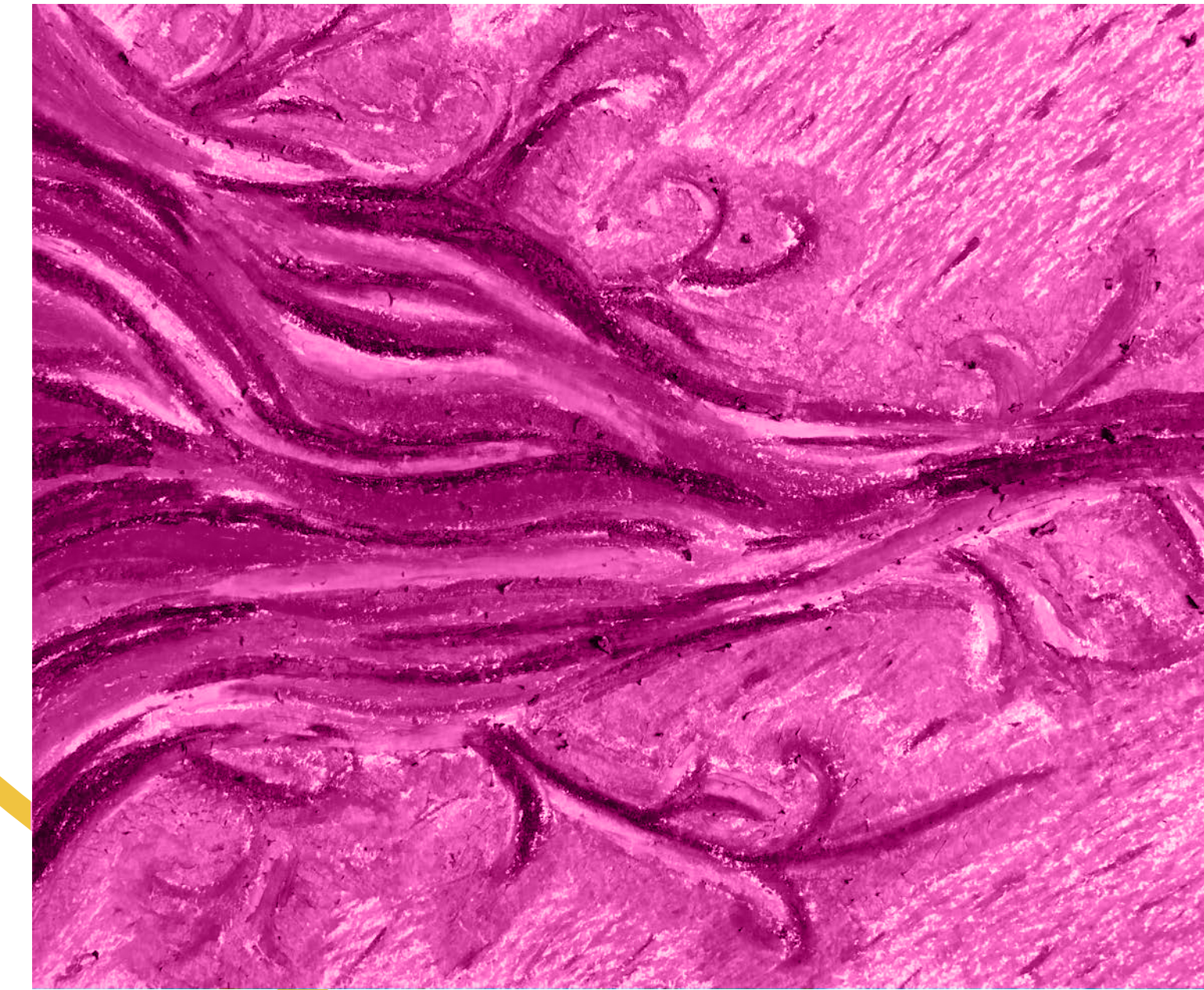
UPLIFTING OUR SYSTEMS

In 2021, the Library initiated a program of work to uplift a range of Library systems and platforms.

The first of these, the migration of the Sierra Library system to a cloud hosted environment, facilitated a series of business process improvements related to the management and discovery of collections and information resources. Following this, changes were made in relation to the Library's fund code hierarchy and record load tables, with work continuing into 2022 on data structures and record sources. The aim of these initiatives is to improve discoverability and ensure systems are optimised to support effective provision of and access to collections and information resources. They are key enablers of continued innovation in the collection space.

HELPING TO 'STREAMLINE' MANAGEMENT AND PROMOTION OF RESEARCH OUTPUTS

The Library has been pleased to be able to play a key role in supporting the University's strategic Streamline program via contribution to the Research Profiles and Outputs project. Staff have been subject matter experts and stakeholders in the project which aims to optimise processes and systems to ensure effective management and promotion of research outputs. The first phase of the project was the successful migration of Symplectic Elements to the cloud. This will be a key enabler of the implementation of new modules and processes that aim to facilitate a better experience for researchers and a more effective profiles system.



A NEW PLATFORM FOR DRO

The current Deakin Research Online (DRO) platform – Open Source Fez / Fedora – has been in place for 18 years. Today it is no longer in widespread use or active development.

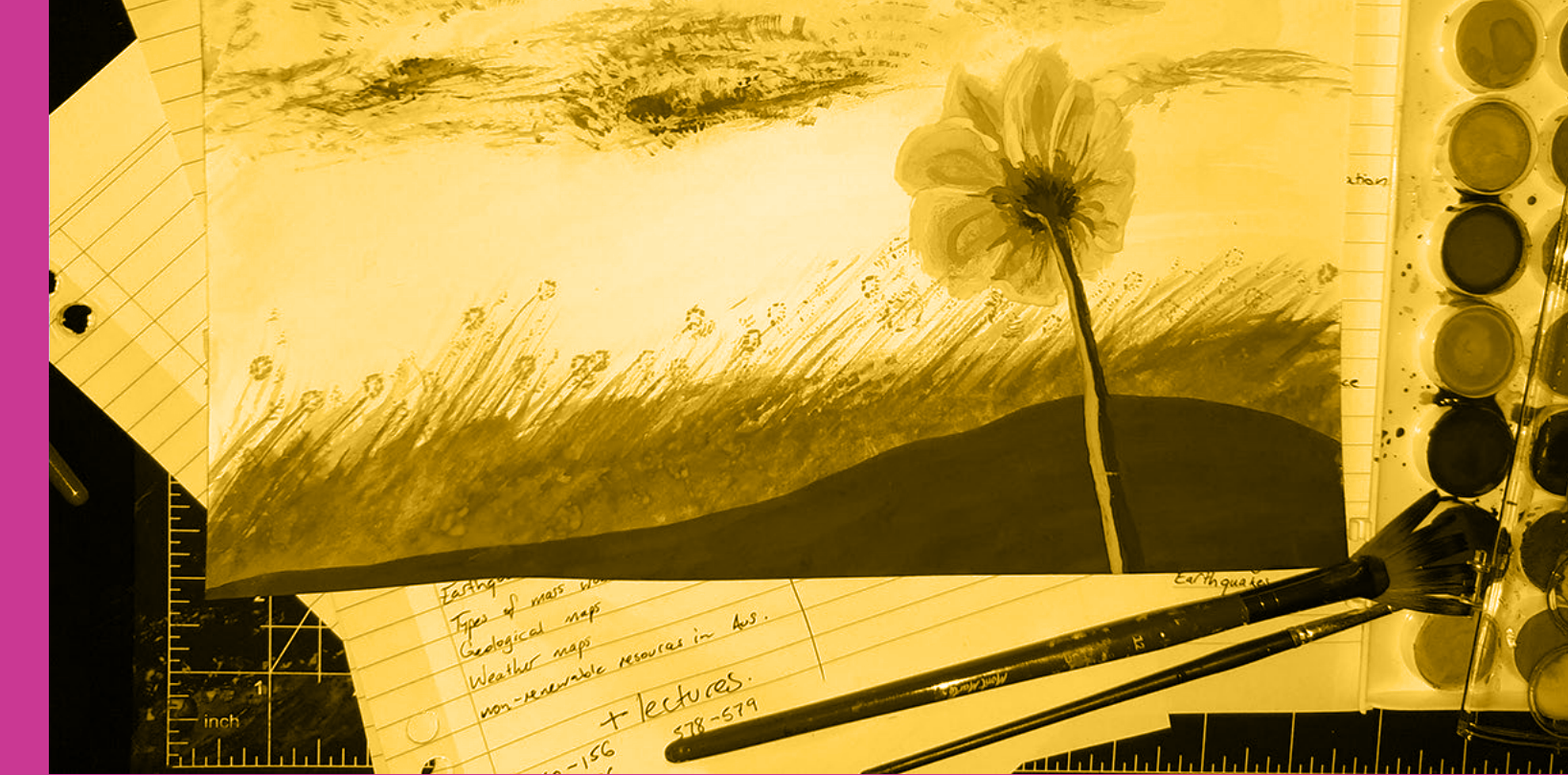
The Library is working to replace this with Figshare, a repository platform from the Digital Science family of products. It integrates with the University's publications management system in Symplectic Elements and the range of data types supported by the platform means that there is scope for wider use of Figshare for collections beyond research publications in the future. The migration of the current set of research outputs is the primary focus of the project and the implementation is scheduled for completion mid year.

FIGSHARE

New DRO platform Figshare will support research data sets, video and audio content as well as publication outputs.

SHOWCASING RESEARCH WITH A NEW EXHIBITION PLATFORM

The library was busy with Omeka related work during 2021 with the launch of Deakin Exhibit, a new self-help service built by our staff that provides researchers with the capability to highlight their research using the Omeka platform. This service had been in the pipeline for some time but came to fruition during 2021 thanks to some cross-library team collaborations. In October the Mind Matters Student Art Exhibition was launched, and several active projects are currently under construction. 2022 should see the publication of more exhibitions – watch this space!



'THANK YOU SO MUCH FOR YOUR SUPPORT AND HARD WORK TO GET THIS SITE LIVE. WHAT A WONDERFUL OUTCOME FOR STUDENTS. I AM SO PLEASED TO BE ON THIS JOURNEY WITH YOU ALL.'

– Deakin staff member involved in launching the Mind Matters student art exhibition on Deakin Exhibit

'THE DEAKIN EXHIBIT PLATFORM IS USER-FRIENDLY, EASY TO NAVIGATE AND WAS ABLE TO BE CREATED TO SUIT OUR SPECIFIC NEEDS. AS IT IS A PURPOSE-BUILT ONLINE PLATFORM FOR VISUAL ART EXHIBITIONS IT HAS BROUGHT THE EXHIBIT TO LIFE IN A PROFESSIONAL AND MODERN WAY.'

– Deakin staff member involved in launching the Mind Matters student art exhibition on Deakin Exhibit



DEAKIN

▶ EXPERT ADVICE AND CONSULTANCY

The library will enhance University learning, research and teaching by providing access to guidance from specialist staff.

GLO8

Incorporating Indigenous knowledges and perspectives

We've been excited to work with Pro Vice-Chancellor Indigenous Strategy and Innovation, Professor Mark Rose, and the GLO8 curriculum transformation project team during 2021 to develop the Cultural Intelligence Resources for the GLO8 Transformation Project list and LibGuide. These resources will help Deakin staff learn how they can improve Indigenous inclusion in their work – whether as an academic, researcher or professional staff member. Liaison Librarians are also working with individual courses and units to identify Aboriginal and Torres Strait Islander creators and resources relevant to the curriculum. The library has also worked with local First Nations representatives for an Indigenous room re-naming project, and staff have begun the AIATSIS cultural competency training.

▶ 130+ RESOURCES

on Indigenous perspectives and inclusion in the Cultural intelligence resources for the GLO8 transformation project resource list.

INCREASING THE USE OF OPEN EDUCATIONAL RESOURCES

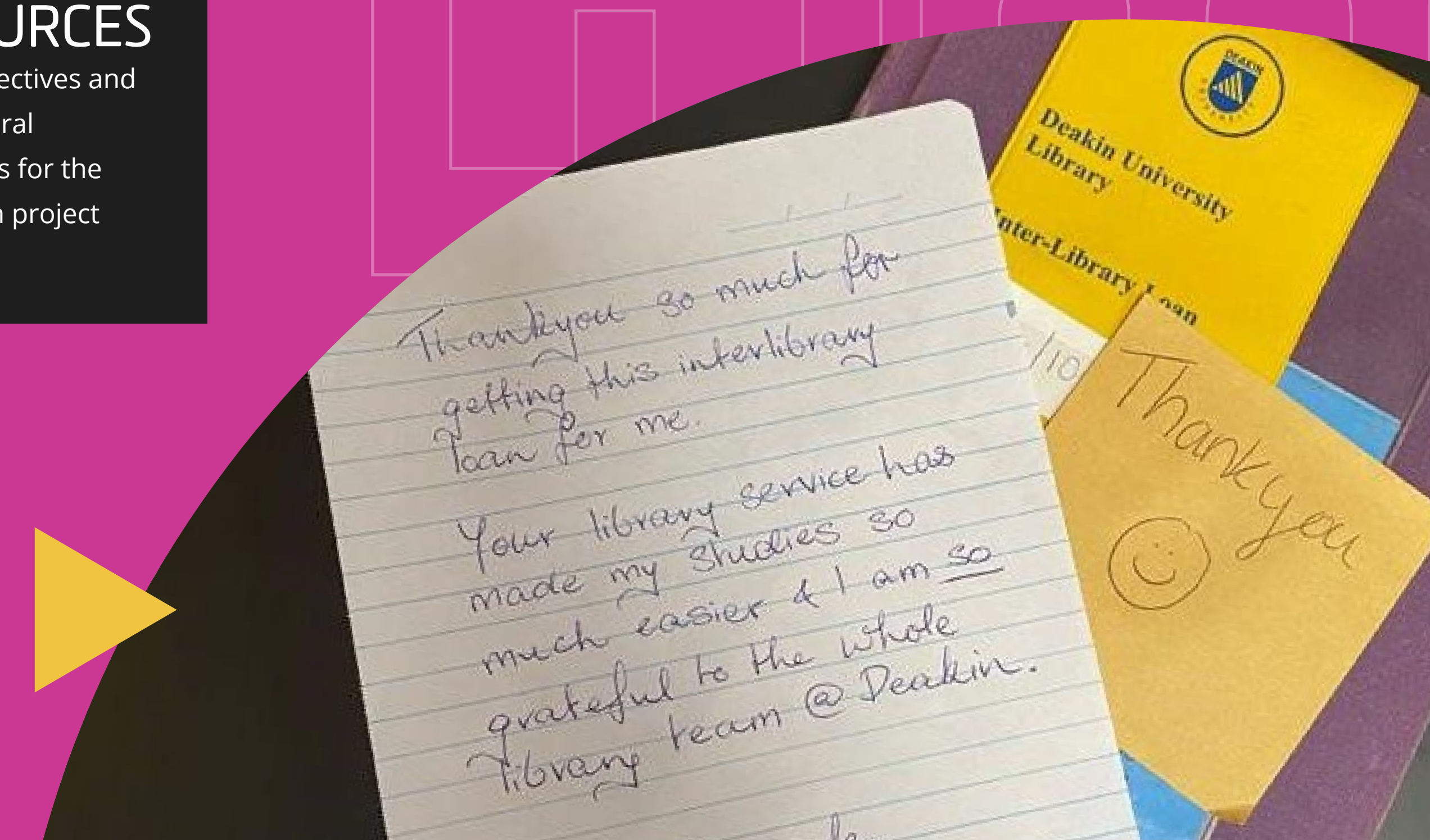
As part of a joint project with Deakin Learning Futures, in 2021 the library led the Open Educational Resources (OER) grants program. Applications were sought and a total of 11 grants were awarded exploring OER usage and creation. The successful grant recipients attended library led training on OER aspects including accessibility, copyright, open pedagogy and impact. Additional events raised awareness in the wider Deakin Community of OER and the pedagogical uses of open resources. Collaboration across library departments has ensured copyright compliance and contributed to the development of the project website.

▶ 11 GRANTS

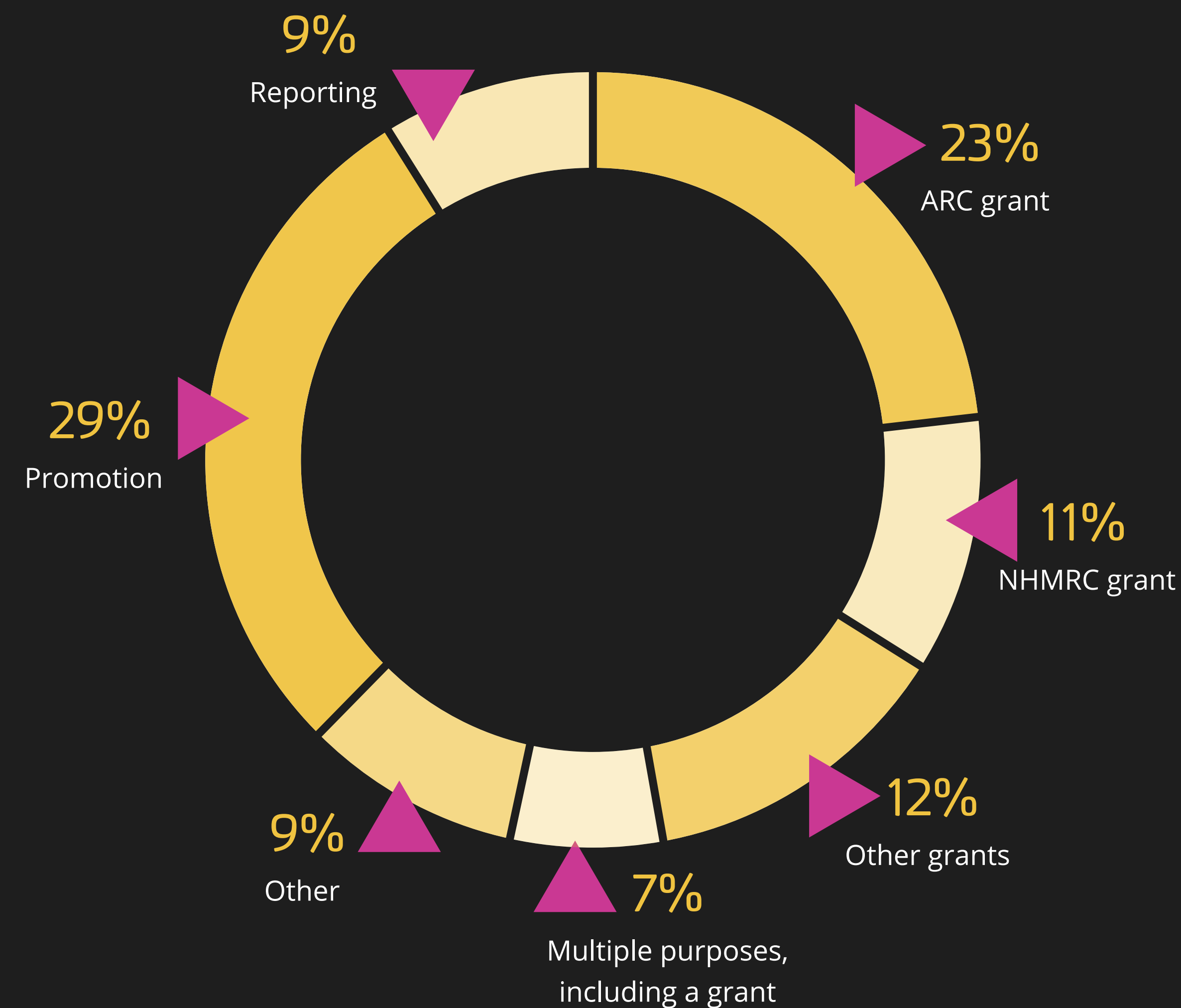
awarded to support open educational resource usage and creation.

▶ 151 ATTENDEES

at open educational resources training events in 2021.



2021 RESEARCH METRICS REPORTS BY PURPOSE



RESEARCH SERVICES INCREASING THEIR IMPACT

The Library continued to optimise its well-used bibliometrics service to support Deakin academics showcase their impact when applying for grants, fellowships and promotions. 195 reports (individual and research group bench marking and industry collaborations) were completed – a 13% increase from 2020. The metrics work was complemented by tailored capacity building sessions for researchers (early and mid-career), research administrators and Liaison Librarians. Two online modules – the Exploring Library Resources series and Theses Research Methods – were added to our suite of specialist self-paced training modules.

95% INCREASE

in views of the Research Metrics Toolkit following its redesign.

'FANTASTIC SUPPORT IN GETTING DATA TO MAP MY GLOBAL COLLABORATION NETWORK, COLLABORATION ACROSS INDUSTRY, GOVERNMENT AND ACADEMIA, AS WELL AS GLOBAL PLACEMENT BY CITATION ETC.'

– Researcher from Faculty of Science, Engineering and Built Environment

SHOWCASING THE FACES OF THE LIBRARY

Given that most of our communication with students for the past 18 months has been through Library Chat, telephone and email, there was a great opportunity to remind students that there's a face behind every staff interaction they have in the library. At the start of 2021, we launched a plan for a new display and communications campaign highlighting our amazing library staff for students and other library visitors. Our Library Advisory team was the perfect place to start the first wave of this campaign. Ten staff contributed individual profiles and the majority of the Burwood team submitted a group profile. The forms asked for both practical information (favourite library service, top three tips for using the library) as well as fun facts about them (favourite quote and recent movie/TV show they enjoyed).

'I WOULD LIKE TO THANK YOU SO MUCH FOR ALL THE SUPPORT, RESOURCES, SHARING YOUR WEALTH OF KNOWLEDGE AND EXPERIENCE. I HAVE LEARNT SO MUCH FROM YOU IN PAST FEW MONTHS, IT WAS A LOT OF LEARNING AND VERY FUN SESSIONS. JUST WANTED TO ACKNOWLEDGE THE DEPTH OF YOUR KNOWLEDGE, PASSION, SENSE OF HUMOUR AND WORK..'

– Faculty of Health PhD student

– AMY POEHLER

BURWOOD ADVISORY SERVICES TEAM

BURWOOD CAMPUS



RECENT MOVIE OR TV SERIES

"SUPERSTORE"
"NOMADLAND"
AND
"RICK AND MORTY"

FOR USING THE LIBRARY

- 1 NO QUESTION IS TOO SILLY. COME AND SAY HI AT THE SERVICE DESK OR CONTACT THE LIBRARY VIA CHAT, PHONE OR EMAIL.
- 2 ATTEND LIBRARY SESSIONS, WORKSHOPS AND TOURS WHENEVER YOU GET THE CHANCE.
- 3 USE PERMALINKS FOR ANY RESOURCES YOU FIND. THESE WILL ENSURE YOU AND OTHER DEAKIN USERS CAN GO DIRECTLY TO THE RESOURCE USING YOUR LOGIN CREDENTIALS.

TIERED SERVICE MODEL FOR ADVANCED REVIEWS

The Health Liaison team have piloted and operationalised a multi-tiered service model to support systematic and other complex reviews.

This model caters to online self-help, educative sessions including the Conducting Advanced Review series, as well as the newer levels of search proof-reading and mediated searching. The mediated searching service is split into a free service – the librarians will work with researchers to develop a search for a complex review; and a funded service, where grant holders can reimburse librarian salary in return for extensive support in developing and translating multiple complex searches. The team asks for co-authorship or acknowledgement for their contribution to any publications resulting from these searches. Research teams have been very happy to provide this. Funded mediated searches have been increasingly popular over 2020 and 2021.

9 FUNDED

mediated searches completed in 2021.

'EFFICIENT, RESPONSIVE, DETAILED AND EXPERT. THE SEARCH WAS CONDUCTED MUCH MORE EFFICIENTLY AND MORE EFFECTIVELY THAN OUR TEAM WOULD HAVE BEEN ABLE TO ACHIEVE GIVEN EXISTING SKILLS AND RESOURCES.'

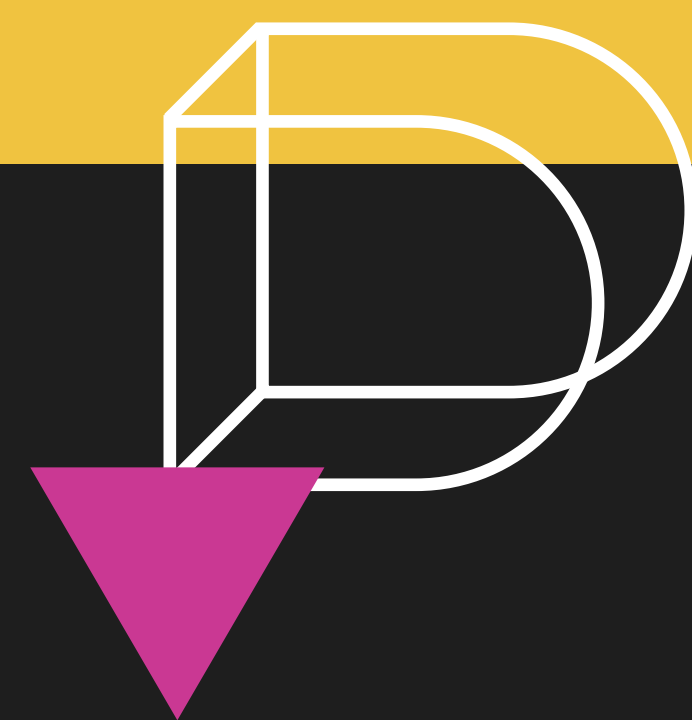
– Systematic review service client

'WE FOUND THE SERVICE TO BE EXTREMELY HELPFUL. THE LEVEL OF SKILL AND DETAIL WAS IMPRESSIVE AND OPENED OUR EYES TO NEW WAYS OF DOING THINGS.'

– Systematic review service client



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