Inventive. Vibrant. Bold. The library is a key partner in the success of everyone at Deakin. Forging a reputation as the leading academic library in Australia, we leverage technology and digital resources to design an outstanding learning experience for our users. We curate trusted information, provide expert guidance and research advice, and create a dynamic environment for study and collaboration.

**Our goals**

1. **Expert advice and consultancy**
The library will enhance University learning, research and teaching by providing access to guidance from specialist staff.

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

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

4. **Vibrant and inclusive environments**
The library will provide welcoming, safe and inventive spaces to encourage student learning and house collections.

5. **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.
The role of our library

The library is a key partner in the success of everyone at Deakin: students, academics, researchers and administrators.

As the most-visited student facility at Deakin – with more than 2.5 million people coming through our doors each year – the library plays a significant role in helping Deakin achieve its ranking as number one in Victoria for student satisfaction.

Campus-based and Cloud students are expanding their use of digital information every year. In 2018, there were more than 15.7 million downloads of books, journal articles, book chapters and videos. At the same time, our bricks-and-mortar facilities and on-site print collection remain popular and important to users.

The library is one of the key pillars supporting Deakin’s commitment to being at the forefront of digital transformation and sustainable practices. We do so by consistently adding to our broad range of innovative databases and resources, maintaining premium systems to access trusted resources and expertise, and investing in bold, imaginative staff who are not afraid to push the boundaries of what is possible in an academic library.

Quick facts about Deakin Library

- Access is provided to refereed, authoritative publications that include:
  - 1,330,000 books, including 630,000 e-books available to any Deakin student at any time
  - 205,000 journals, including 201,000 e-journals
  - 3,250 seats available across four campus libraries
  - 100,000+ library enquiries resolved in 2018
- 2.5 million visits to campus libraries in 2018
- Administered 535 hours of teaching and digital literacy sessions, online and face to face, to reach 18,659 students in 2018
- Library webpages among the most highly trafficked on the Deakin University website
- Over 17,000 research articles openly accessible via Deakin Research Online
Goal 1

Expert advice and consultancy: The library will enhance University learning, research and teaching by providing access to guidance from specialist staff

The library provides guidance and research advice to students, academics and researchers at Deakin via face-to-face, telephone, Library Chat and other online interactions. Library staff leverage their expertise through the creation and provision of specialist advice and consultancy to the Deakin community across a range of areas relevant to the acquisition, use and management of high-quality information.

**Action steps:**
- Optimise the work of liaison and research librarians
- Provide intensive support for Cloud First initiatives
- Enhance Deakin’s organisational efficiency by providing advice and support for best-practice record management
- Enhance direct student services in the most efficient manner
- Provide advice and consultancy on copyright and licensing matters
- Support GLO 3 – Digital Literacy
- Provide advice and consultancy on the management of small to medium ad hoc datasets

Area goal: Students and staff (academic and professional) will get the advice and support they need to succeed.

Goal 2

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

To support learning, teaching, research and wider University business activities, the library maintains a number of systems which support the entire Deakin community in their academic endeavours.

**Area goal:**
Students, researchers and staff will be able to quickly and easily find the appropriate information resources to support learning, academic and research success.

**Action steps:**
- Improve platform stability and efficiency infrastructure
- Assess the sustainability and redundancy of the support and infrastructure of each of the current major library and IRS systems
- Leverage digital signage as a delivery channel for strategic communications and content
- Develop a digital preservation roadmap
- Review current authentication/authorisation mechanisms
- Develop innovative information management solutions and discovery pathways
- Ensure existing and new business systems are appropriate for their recordkeeping requirements
- Improve research data management practices
Goal 3

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

The expert staff within Deakin University Library curate scholarly information from trusted sources and make this available for users through our exceptional collection, leading online databases, and learning and teaching resources.

Area goal:
Students, researchers and staff will have the best possible access to the required resources and services at the time and place appropriate to their needs.

Action steps:
- Support and enhance the teaching, learning and research activities and strategies of Deakin University through our collection of information resources
- Be responsive to the changing University environment as well as the changing information and knowledge environment
- Monitor and review the use of all licensed resources using evidence-based collection analysis and evaluation
- Increase the use of licensed and open education resources for teaching
- Improve online student access to recommended and required readings

Goal 4

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

The library buildings are students’ preferred destination on campus and as student numbers increase, innovative approaches are needed to balance out the heavier use and demands on these spaces.

Area goal:
Library staff will ensure the maximum appropriate use is made of the existing built infrastructure.

Action steps:
- Review use of space devoted to books
- Investigate the promotion of each library building as primarily a quiet study space
- Work closely with Facilities Services to coordinate the use and development of study spaces across all campuses
- Create, in conjunction with Facilities Services, a medium to long term strategy for library facilities
- Manage and optimise the use of available space at each campus
- Develop and maintain client-centred virtual and digital environments
Goal 5

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.

While the library continues to employ highly trained research, liaison and teaching librarians, we have also invested in digital and user experience staff, metadata experts, graphic designers and more. All staff are encouraged to think creatively about their roles when it comes to the current and future needs of library users.

Action steps:

- Continue to improve workforce skill and knowledge
- Build a culture of leadership across all levels and management succession planning
- Develop a library workforce plan

Area goal: Library staff will be appropriately skilled and experienced to support students and staff, offer advice and consultancy, and provide required professional services.