



DEAKIN
UNIVERSITY

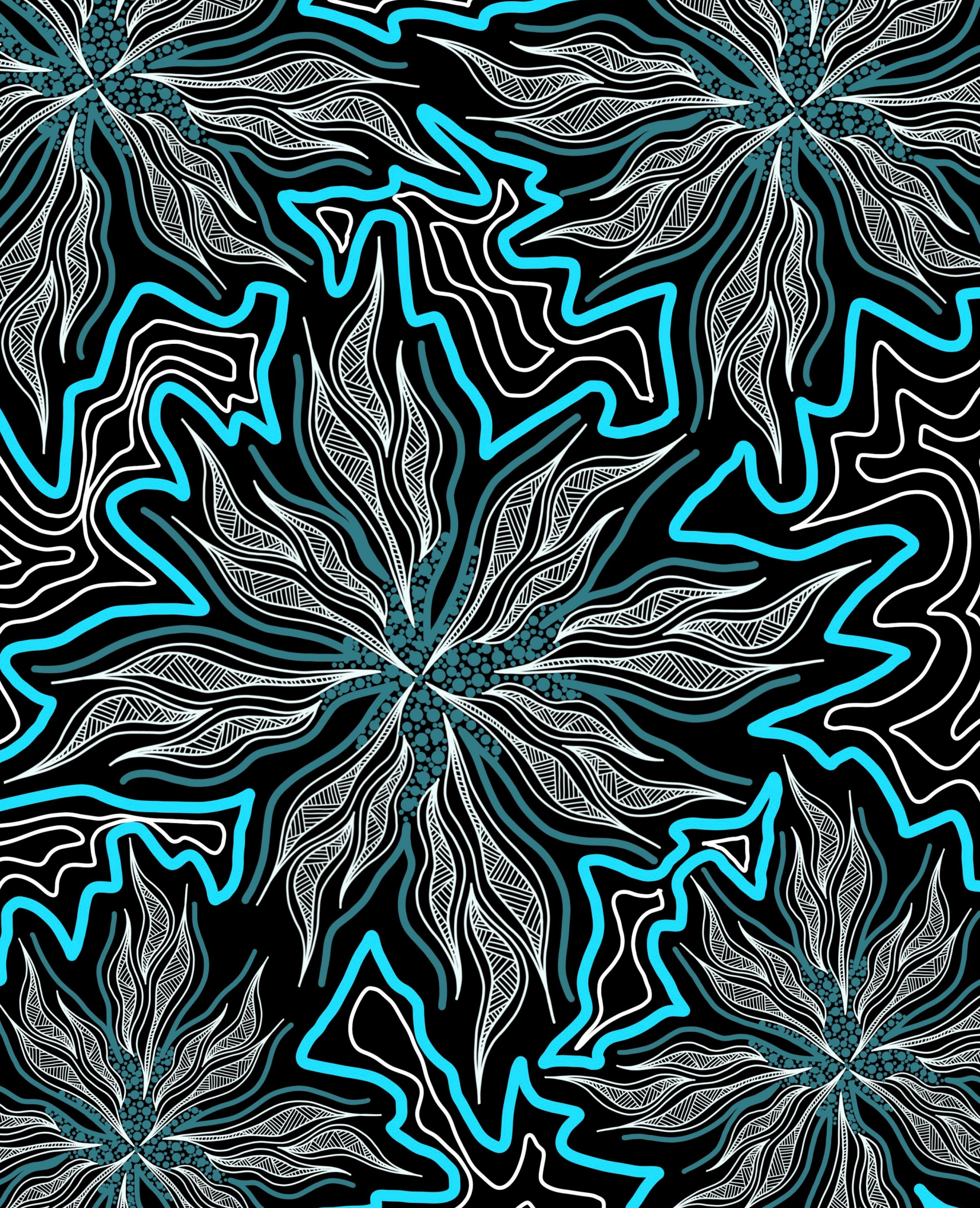
DEAKIN
LIBRARY



AN OPEN BOOK

Library Impact Report

2022–2025



Acknowledgement of Country

Deakin University acknowledges the Traditional Custodians of all the unceded lands, skies and waterways on which Deakin students, staff and communities come together.

As we learn and teach through virtually and physically constructed places across time, we pay our deep respect to the Ancestors and Elders of Wadawurrung Country, Eastern Maar Country and Wurundjeri Country, where our physical campuses are located.

We also acknowledge the many First Nations from where students join us online and make vital contributions to our learning communities.

◀ **Photo:**

Through Learning, We Heal by Talitha Podger (Wemba Wemba & Mutthi Mutthi), 2024. Commissioned by Deakin Library's Indigenous Programs. Not to be republished without permission.

Contents

What’s inside

From Mission to Action – University Librarian, Hero Macdonald	<u>6</u>
Enriching Learning and Teaching	<u>8</u>
Empowering students	<u>10</u>
Leading sector-wide change	<u>12</u>
Accelerating research impact	<u>14</u>
Embedding Indigenous Knowledges	<u>16</u>
Championing community connection	<u>18</u>
Driving digital literacy	<u>20</u>
Where to next?	<u>22</u>



From mission to action

University Librarian, Hero Macdonald

The *Deakin Library Plan 2022–2025* set a clear, community-informed ambition: to position the Library at the centre of the University’s ideas ecosystem and contribute to a more socially just, global knowledge landscape. This vision was grounded in Deakin’s progressive values of openness, equity and service to community.

Our 2022-2025 Impact Statement reflects our quest for meaningful progress in an ever-changing sector and world. It traces our journey of active and purposeful transformation over the last four years, reflecting our core values and commitment to creating purposeful impact for our communities.

Our impact has been broad and deep; we’ve built an agile, high impact library - strengthening digital and AI capability, leading in GenAI and open scholarship, and delivering services, programs and cultural experiences that directly enable student



▲
Photo:
Hero Macdonald,
University Librarian.

success, research impact and vibrant community connection.

And we’re not just looking back. Four years of bold initiatives, unwavering purpose and great partnerships have built strong momentum and positioned us to move into the next strategic cycle as we look towards 2030.

We’ll continue our work to cultivate a vibrant scholarly community and advance knowledge equity with the same drive, dedication and innovation that have defined our journey so far.

We’ll continue to be intentional in shaping a culture that brings out the best in all of us- one that’s ambitious, outward-looking, experimental and rooted in collaboration, so that we can deliver on our community’s aspirations and priorities and address some of our sector’s most pressing challenges.

Hero Macdonald
University Librarian

Enriching learning and teaching

Deakin Library plays an essential role in supporting the University’s learning and teaching activities by nurturing a community of lifelong learners and active and informed global citizens. Our services, programs, and specialised knowledges support learning in diverse ways and enable the educational aspirations of our students, academics, professional staff and communities.

Digital literacy

The Library’s curriculum embedded digital literacy teaching programs have strengthened graduate capabilities and enhanced teaching quality and curriculum coherence. Over 43,000 students have participated in curriculum-embedded Library sessions since 2022, equipping learners across all faculties to learn, create and operate confidently in a digital first environment.

LibGuides

Our online resources, guides and modules have helped our community to

independently build digital and information literacy skills. Categorised as either general (to help improve research, digital literacy and study skills) or discipline-specific (highlighting key resources and tools for study or teaching), our LibGuides are used as both self-service and in curricula as supplementary support materials. Between 2022–2025, they attracted over five million views and are key credible sources for academic staff and students alike.

Open Education

Four years of sustained, cross-institutional collaboration encompassing Open Educational Resources (OER) adoption and creation, managing OER infrastructure and advising on OER-enabled pedagogies and strategic alignment, has enabled the integration of OER into Deakin teaching practice. Outcomes include increased use of OER as curriculum resources and policy reform through changes to Deakin’s Curriculum Design and Delivery Procedure. Together, these initiatives represent a significant step towards removing compounding financial barriers for students and strengthening student learning outcomes.



“Having access to free textbooks has made a huge difference to my study experience.”
– Deakin student

◀ **Photo:** School of Architecture students engaging with special collections as part of the ‘Archive Explorers’ unit. Special Collections Reading Room, December 2025.

OERs remove barriers

Since 2022, the OER Grants Scheme has enabled the creation of 50 Deakin-authored OER projects across all faculties, delivering high quality, accessible and inclusive learning resources that have benefited more than 33,000 students. By replacing or reducing reliance on commercial textbooks, the scheme has saved students up to \$4 million+ in textbook costs, directly reducing financial barriers to learning. When surveyed, students consistently identify OER supported materials as the most helpful aspect of their units, highlighting the value of free, accessible and high-quality resources in supporting learning.

Curriculum resources

We have curated, managed, and supported access to over 300,000 high-quality information resources through over 8,800 reading lists that directly support curriculum needs. These resources are embedded into student learning through their unit site reading lists, ensuring they are visible, usable, and integrated into their learning experience. Our approach is grounded in a commitment to fair, equitable, and barrier-free access for all Deakin students.

Empowering students

By providing equitable access to learning resources, inclusive and safe study spaces and expert support that builds critical information and digital literacy skills and confidence, we support Deakin students to thrive.

Welcoming spaces

With 3.7m+ visits over the last four years, Deakin Library consistently ranks among the highest-used spaces at the University. Since 2022 the Library has run 24/7 opening for 6 weeks in T1 and T2 to help students study for exams and meet assignment deadlines. We also completed a successful pilot of 24/7 access at the Warrnambool Campus..

In-time tech help

By embedding a paid peer-led, face-to-face Library tech support service within the Library, we reduced digital barriers for new students and accelerated their transition to university learning- supporting 3,745 commencing students with timely IT assistance between 2024 and the end of 2025.

Room to reset

Established in 2023, each of our campus libraries now has a reset room. With over 12,000 recorded visits, these calm, low stimulus spaces provide a place where students can pause, decompress and regulate stress during periods of cognitive or emotional overload.

Faster, better support

In 2025, the Library transformed its enquiry services to deliver a more streamlined and responsive support model. Enhanced workflows, integrated systems and improved reporting have increased first-contact resolution and service consistency, ensuring students receive faster answers, clearer guidance and high-quality support.

International provision

Deakin Library has been an essential part of the development of services for students at two offshore campuses through collaboration with partners and staff on the ground.

“Helping other students with tech issues gave me real-world experience and boosted my confidence” – Library Student Assistant, Student TechAssist service

Did you know? Wellbeing enables success

During peak assessment periods, Deakin Library hosts therapy dog sessions to reduce stress and increase a sense of belonging, both of which are recognised as critical enablers to academic success.

Impact by numbers

3.7+m

visits to our campus libraries

49,500+

enquiries

5,054,760

electronic articles accessed

5,538,230

electronic book chapters used

24,262

items borrowed, including 13,038 items checked out via self-service technologies

6,305

items dispatched to online students



Photo ▶
A student uses the Library’s Reset Room to meditate, relax and reset.

Leading sector-wide change

Deakin Library is deeply committed to collectively progressing the academic library sector. We collaborate widely to translate innovation into scalable practice, strengthening stewardship and governance, and enabling collaborative progress across the research and education ecosystem.

Our staff continue to play an influential role across the sector, contributing their expertise through national and international committees, working groups and communities of practice. Their leadership helps shape collective approaches to knowledge access, digital capability and innovation.

Researching the impact of Open Educational Resources
In 2025 we initiated sector-leading research on the impact of Deakin-authored OERs on learning and teaching. The outcomes of this research will support sector decision-making and adoption of new practices by demonstrating what works at scale.

Council of Australasian University Librarians (CAUL)

Major Publisher Negotiations
In 2025, successful CAUL negotiations (in partnership with Universities Australia and Universities New Zealand) secured landmark commitments to fairer pricing and improved open access publishing opportunities with the four largest scholarly publishers. Deakin University Librarian Hero Macdonald chairs CAUL’s Content Procurement Committee.

OER Pressbooks platform
13 Deakin-authored OERs have attracted over 150,000 page views. This is a key step in enabling equitable access to learning beyond the institution through largescale reuse of Deakin-authored OERs.

Sylla collaboration
In 2025, we formalised an Australian-first collaboration with Sylla, an emerging AI-enabled OER identification tool. This exploratory work contributes to sector-wide adoption of OERs by demonstrating how AI can identify, scale and normalise OER use across institutions.

Australian Research Data Commons (ARDC) collaboration
By advocating for best practice and sharing our expertise, Deakin Library has demonstrated the value of strong stewardship in driving sector-wide research excellence and innovative research data governance.



Photo ▶
Library staff member at the Waurun Ponds Campus Library

Accelerating research impact

The Library is a key strategic research partner for Deakin through a wide range of services, and it is leading a dynamic program to increase access to Deakin research through open research practices and policies.

Open Research

In 2025, Deakin launched its first [Open Research Position Statement](#), the result of four years of visionary Library-led work in the ethical and sustainable transformation of scholarly communication and publishing.

Aligning with global research expectations, Deakin is now on course to accelerate research innovation, amplify research reach and strengthen research quality and trust, thereby maximising public value and supporting equity for researchers, students, practitioners and communities without subscription access or publication payment.

Research Data Management

Through national engagement with ARDC, largescale migration of research outputs to open platforms, and University-wide

governance and infrastructure reform, researchers now benefit from clearer guidance, streamlined planning and improved collaboration.

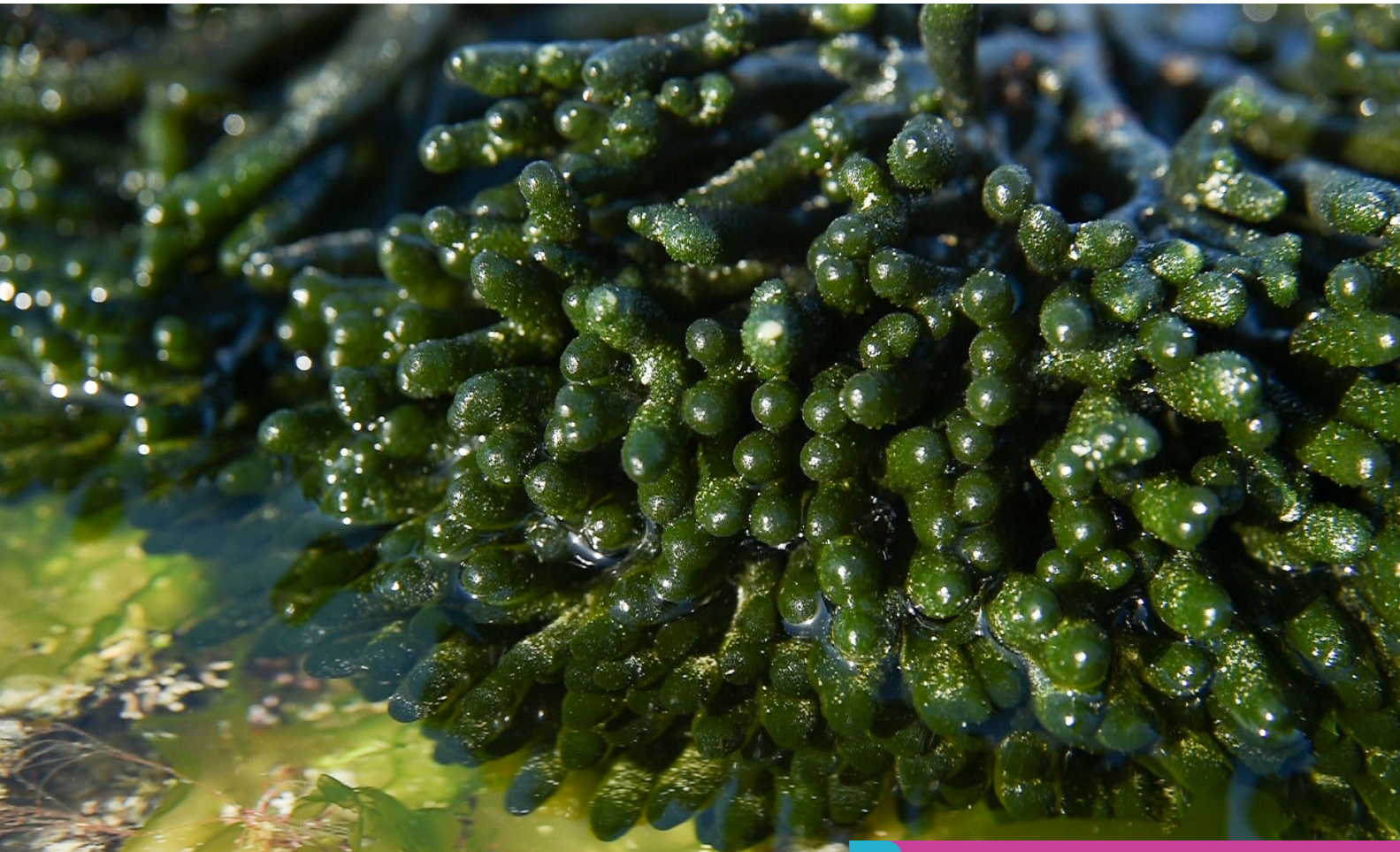
By embedding best practice research data stewardship across the Deakin research lifecycle, the Library has strengthened research integrity and ensured research data is discoverable, reusable and aligned with funder expectations, positioning Deakin as a recognised sector leader in research data governance and open science.

Expanded research support

Over the past four years, we’ve repositioned Deakin Library as a key strategic research partner. By expanding researcher training,

“The OA strategy has made it easier for me to share my work widely without worrying about cost barriers.”
– Deakin researcher

▼ Photo
Field seaweed on the Warrnambool coastline



supporting Deakin-published Open Access (OA) journals, launching [Library Research News](#), and providing a suite of tailored research supports, we’ve ensured that Deakin academic and research teams are set-up for globally-aligned research success.

“The Library’s leadership in research data management has transformed how we plan and share research. It’s not just compliance – it’s about enabling collaboration and future-proofing our work.”
– Member, Research Data Management Taskforce

Embedding Indigenous knowledge

Through an ambitious program of work, the Library has developed protocols and resources to underpin the support it provides for celebrating and protecting First Nations and Indigenous perspectives and knowledges

Indigenous Programs portfolio

The Library established the Indigenous Programs portfolio in 2024, a first step in recognising First Nations knowledge systems, histories, and sovereignty as foundational, not supplementary to library work.

Indigenous Cultural and Intellectual Property (ICIP) rights

Work with Deakin’s Archives and Special Collections teams in 2024 resulted in the development of Indigenous Access Protocols. The impact has been that Indigenous cultural and intellectual property is managed with respect, within the law and aligns with the rights of Indigenous communities to self-determination.

Metadata reparation

Metadata reparation has transformed how our collections represent people, cultures, and knowledge. By refreshing legacy metadata with respectful, inclusive language, we are strengthening trust, belonging and cultural safety—embedding equity not just in our collections, but in how we think, work and serve our communities.

Cultural safety and Innovation

Through *Blak Focus*, a monthly Indigenous-focused online resource, we embed Indigenous ways of knowing, being and doing into academic and research practice, enabling staff and students to engage with diverse Indigenous perspectives in meaningful and enduring ways. This advances Deakin’s *Indigenous Strategy 2023–2028*, strengthens cultural capability and drives more inclusive, informed scholarship across the University.

First Nations Hub

Launched in late 2024, this resource is for any Deakin community member interested in increasing their cultural intelligence and

integrating First Nations and Indigenous Knowledge resources into their academic or professional work. The effect has been a move beyond symbolic inclusion to a practical tool for including Indigenous Knowledges and perspectives and library expertise across research fields and curricula.

“The First Nations Hub has changed how I approach research. It is not just a resource – it is a statement that Indigenous voices matter.”
– Postgraduate student, Faculty of Arts and Education

▼ Photo
Student uses laptop while studying off campus.



Championing community connection

In 2023, we established an ambitious Exhibitions and Public Programs function designed to explore the ideas that shape our University and create experiential learning opportunities that bridge research, education and community engagement.

Connecting the community to the University’s ideas

Since its inception, the program has delivered 19 exhibitions and over 70 Library-led public programs, with more than 3560 participants engaging with our events during 2025. Over the last three years, we’ve collaborated with 14 community groups and brought to life the ideas of researchers from eight Deakin schools. As impressive as these numbers may be, the real story lies in the program’s deep impact on how our diverse Deakin communities’ access and connect with the University’s rich ideas ecosystem.

A new paradigm for cultural production in universities

This journey has involved developing new cultural infrastructure that has enabled

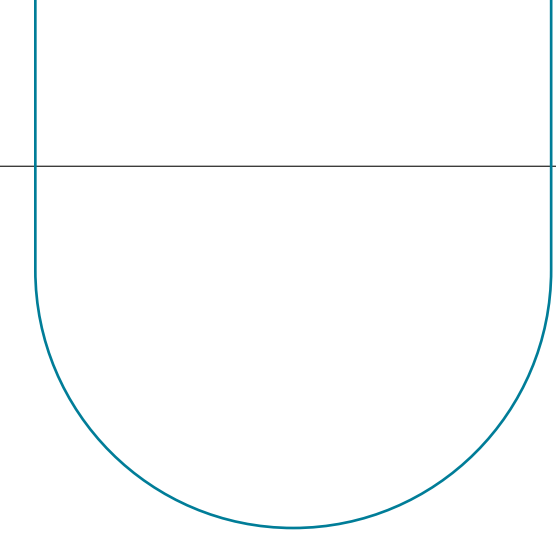


Photo ▶
The Fire Within (2024) exhibition
visitors sitting under dome.

“The Library feels like it was designed for me, not just for someone else.”
– Student, School of Health and Social Development

new strategic partnerships such as those with Deakin Motion Lab, resulting in the landmark exhibitions *The Fire Within* (2024) and a series of rotating exhibitions in 2025 across our campuses celebrating Deakin’s 50th anniversary. An ongoing collaboration with the School of Architecture has also produced multiple exhibitions and learning opportunities for students.

Reinforcing Deakin’s social license

Through this exhibitions program, the Library has created emotional, sensory and



intellectual experiences which reflect the current ideas, interests and concerns of our local communities. Our exhibitions and events bring together research from across disciplines and make them engaging and accessible for broad audiences, thereby reinforcing Deakin’s social license.

Collections in research practice

Through curriculum embedded programs that immerse students in Deakin research and collections via experiential and object-based learning, the Library equips students with real-world contexts for coursework, transferable skills and the confidence to

engage with critical conversations beyond the classroom.

Galleries across our campuses

Collaboration with and support for researchers and academics has been key to unlocking the potential of the Library Exhibitions and Public Programs. As this program continues to grow, now with permanent gallery spaces at Waterfront, Waurin Ponds and Burwood libraries, we’ve made great inroads into making academic research accessible, visible and engaging.

Find out more about [Deakin Library’s Exhibitions and Public Programs](#).

Driving digital literacy

The Library provides a strategic leadership role in advancing digital literacy at Deakin. By shaping future-focused institution-wide frameworks, building capability and embedding ethical, inclusive technology practices across teaching, learning, research and operations, our staff and students have the skills to meet the challenges and opportunities of our changing future.

Deakin AI Hub

Launched in September 2025, this Library-developed institution-wide resource builds AI capability by supporting staff, students and researchers to engage with AI confidently and responsibly. Through accessible resources, workshops and events, it translates principles into practice and builds AI capability at scale, thereby aligning organisational activity to shared strategies and frameworks. Explore the [Deakin AI Hub](#).

Deakin AI Framework and Principles

Led by the Library through a cross-institutional co-design process, in 2024 the University established a principles-led,

institution-wide framework for generative AI. This clear organisational position has strengthened governance and enabled new, future-ready policy, capability development and AI initiatives across teaching, research, and operations.

Building Library AI Capabilities

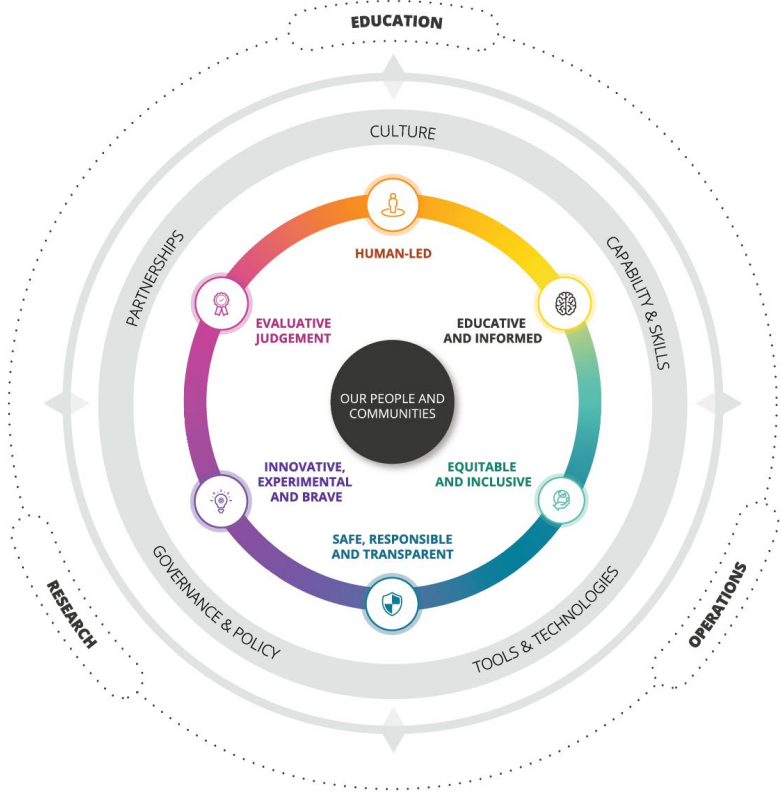
Through initiatives such as our *AI and Library: Impacts and Intersections* project, the Library AI Lab, and a cross-Library community of practice, staff are supported to experiment, learn, and apply AI in ethical, human centred ways. This has delivered a more confident, digitally fluent, and future ready workforce and embedded AI literacy, responsible use and tool capability across professional practice, service design and digital capability frameworks.

Championing digital accessibility

In 2023, Deakin Library was recognised by the national Australian Disability Clearinghouse on Education and Training (ADCET) Accessibility in Action Awards for its *Multi-platform accessibility audit process and toolkit*. The award acknowledged the

“The digital literacy sessions helped me feel confident using AI tools responsibly in my assignments.”
– Deakin student

Image
Deakin AI Framework visualisation.



Library’s leadership in improving digital accessibility through a practical, scalable approach that embeds accessibility into everyday digital practice. The project has had ongoing impact, strengthening digital accessibility capability, influencing institutional practice, and supporting more inclusive learning and working environments across the University.

Technology as an agent for change

Over the last four years, we’ve introduced a range of technology upgrades, changes and reconfigurations that enable digital fluency and capability across our Library teams and the wider University. An example is LibKey Nomad which seamlessly connects

web searches with library resources and is driving a significant increase in usage and demonstrating the impact of user-informed design.

Future proofing our graduates

As part of an institutional approach to refresh Deakin’s Graduate Learning Outcomes, the Library led the university authoring team to revisit and update Graduate Learning Outcome 3: Digital Literacy. This work, across 2024 and 2025, supports Deakin graduates to engage critically, creatively and ethically with technologies and information and positions them with future-facing digital capabilities in a world where AI is ubiquitous.



Where to next?

With strong foundations in place, Deakin Library's next focus is to move from a position of establishment to scale - embedding successful approaches, deepening partnerships and expanding and measuring impact where it matters most.

As we commence work on our priorities outlined in the *Deakin Library Plan 2026–2030*, we're guided by our values and informed by what we've learned.

In 2026, we have a clear impact roadmap; we'll prioritise consolidation, capability uplift for our exemplary Library teams and the communities we serve and strategic alignment with the University and the broader library sector.

This will be accompanied by new initiatives with strong, measurable outcomes and the continued drive to enable student success, drive research impact and support organisational goals through trusted access to knowledge and capability building.

◀ **Photo:**
Students walking out of the
Waurm Ponds Library.

Our campus libraries

Melbourne Burwood Campus

Building V
221 Burwood Highway
Burwood

Geelong Waurnd Ponds Campus

Building JC
75 Pigdons Road
Waurnd Ponds

Geelong Waterfront Campus

Level 3, Building D (John Hay Building)
1 Gheringhap Street
Geelong

Warrnambool Campus

Building B
Sherwood Park
Warrnambool

India GIFT City International Branch Campus

1st Floor, Unit No. A-201
Plot No, T1 & T4
GIFT SEZ, GIFT City, Gandhinagar- 382355
Gujarat, India



deakin.edu.au/library

Deakin University CRICOS Provider Code: 00113B