



THE UNIVERSITY  
*of* ADELAIDE

THE BARR SMITH LIBRARY

2018  
*ANNUAL REPORT*  
UNIVERSITY  
LIBRARY



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# INTRODUCTION

This report highlights some of the activities undertaken by the Univery Library in 2018, in response to the 2016 Library of the Future Report and its 25 recommendations, grouped in themes of Library Services, Library Collections, Library Organisation and Library Facilities and Systems. It is a long list of achievements that serves as a useful reminder of how much has changed, how far the library has come, and how much hard work has been undertaken to get us here.

This report references the Library of the Future report and as our guiding strategic document that is appropriate, but with so many of the recommendations from that report now completed or embedded in policy and practice, it is time to move on. In the latter stages of 2018, library staff were actively engaged in a series of workshops to develop a new strategic plan.

Themes that emerged to form a framework for this plan are:

- Leadership in Information Management
- Highly skilled, motivated and innovative staff
- Quality facilities, resources, systems and services
- Proactive partnerships

We have been and will continue to operate in a climate of significant change. I am immensely grateful for the library staff's overall positive attitude and hard work that has allowed me to report on so many fantastic achievements over the last year. I am excited at the prospect of working with them on the various projects and activities that will lead to success in achieving the strategic goals that have been identified in our new plan: *Going Beyond the Library of the Future*.

With sincere thanks,

Teresa Chitty  
*University Librarian*



# LIBRARY SERVICES

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## LIAISON MODEL

A new matrix model for academic liaison was rolled out at the beginning of 2018, with two liaison librarians assigned to each Faculty. Together with dedicated senior roles for Teaching and Learning Innovation, Research Data Management and eResearch, all under the Academic Engagement portfolio. These staff have been responsible for developing and implementing a number of new services and innovations, including the Book a Librarian service enabling students to book a meeting time directly with their Faculty Liaison Librarian, which has improved the visibility of Liaison Librarians to students and increased the number of students requesting appointments. The liaison model was reviewed at the end of the year and recommendations for changes to increase flexibility across the team were approved.

## COURSE READINGS PILOT

A pilot of new course readings software, to better support student learning was undertaken in semester two. The new software (Leganto) allows course co-ordinators and library staff to easily build comprehensive course reading lists and deliver them directly to course sites. Feedback from the pilot was positive, from staff and students alike, and a full rollout of “Course Readings” will be implemented in Semester One 2019, replacing the current Equella-based system. The library is collaborating with the Learning Enhancement and Innovations Team on this project to ensure a smooth transition.

## ASK LIBRARY

The Ask Library front-of-house service introduced in 2017 continued to grow and increase its presence with a number of developments including:

- Fully implementing Ask Library service points across all sites and establishing a dynamic staffing model for Waite and Roseworthy
- Building an Ask Library Home Team who champion and form the backbone of the Ask Library service
- Upskilling a small cohort of Ask Library staff to support subject-specific tier 1 and 2 level queries at the Law Library
- Issuing Course Readers at the Ask Library service point to improve user experience and minimise the need for students having to visit the Image and Copy Centre (ICC)
- Implementing the use of CRM for Ask Library
- Establishing an Ask Library service point on level one of the Barr Smith Library (BSL)

## LIBRARY WEBSITE

The library website was upgraded to new software and given a new look and feel consistent with the overall University site. With a large proportion of the library’s services and collections provided in the digital context, the library website is critical for effective access and is consistently among the top of the hit list for the University overall.

## RESEARCH SUPPORT

A new product, LabArchives, was rolled out in partnership with ITDS as part of the ReDa (Research Data) Project to publish research data and other research outputs. LabArchives is an electronic lab notebook system, which allows researchers to replace hardcopy lab notebooks, and heads of labs and schools to have oversight of research carried out in their areas of responsibility. An increasing number of academics are using Figshare, introduced last year as part of the same project. Uptake of researcher IDs has also continued to grow, with 44% of active academics and 48% of HDR students registering for ORCiDs. A new online data management training course is now available and has already been completed by over 300 academics and HDR students.

## DISTRACTION IN/ACTION

Distraction In/Action, the library's swot vac and exams program, was a major success this year with some very popular visits from therapy dogs in the Barr Smith Library. A blanket service was also implemented in the Reading Room, in response to previous student feedback about the lack of heating in the heritage space. This was organised in partnership with the AUU who provided the blankets and the use of their laundering service.

## USER EXPERIENCE

A number of UX activities were undertaken to collect data and feedback that will inform development of services including:

- Whiteboard feedback gathered on level one of the BSL, and at Waite and Roseworthy
- Student feedback snapshots using interviews with scripted questions
- Snapshot head counts at all library sites
- Trialling a pop-up library service point at the Health and Medical Science building





# LIBRARY COLLECTIONS

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## LIBRARY ENDOWMENT FUND

Over the years, the library has been fortunate to be the recipient of a number of bequests of varying amounts, from tens of thousands of dollars, to millions. After a major review of these bequests, the University's Planning and Budget Committee approved a proposal to consolidate some of the larger bequests into a single library endowment fund that would give useful year-on-year return to invest in collections. Some of the smaller bequests, with a correspondingly smaller return, were spent out entirely and as a result we have been able to acquire some significant digital resources that are already receiving extensive use. These include the Gale Scholar suite of products, the Springer Book Archive, and two primary source digital databases Socialism on Film and Pioneer Life.

## PRINT COLLECTIONS

One of the features of the refurbished space on level one of the Barr Smith Library is the establishment of collection neighbourhoods; expanding on a model first implemented with the History collection being gathered together in the heritage BSL Reading Room. The print collections have been specially curated on level one under branded themes of Music, Maps, East Asian Languages and an indigenous collection with the Kurna name Yaitya Ngutupira.

A Recreational Reading Collection was also established; bringing together selected fiction, biographies, and popular non-fiction from existing collections, and supplementing these with a number of popular titles purchased using appeal funds. With some comfortable easy chairs and lamps creating a lounge-type ambience, the aim is to promote and encourage reading for leisure and pleasure to improve student well-being.

Building on the work done under the Collection Revitalisation Project, a number of collection invigoration activities have been undertaken, including the identification, retrieval and rehoming of Russian history resources and the establishment of collection neighbourhoods for film and media studies and linguistics.

## SERVICES FOR SECONDARY SCHOOL STUDENTS

Free membership for year 11 and 12 secondary school students commenced in mid-March 2018 and was formally announced by Professor Pascale Quester at the Career Counsellors Conference in mid-June. This service has been very well received with requests for memberships and orientation tours reaching a peak in the second half of 2018.

## RARE BOOKS & SPECIAL COLLECTIONS

As part of the History Festival, Rare Books & Special Collections curated a popular display, "For the Greater Good: the generous life of Sir Thomas Elder" celebrating the 200th anniversary of his birth. The online exhibition "Cover to Cover: Exposing the Bookbinder's Ancient Craft" was also enthusiastically received by the book arts community.

In 2014, three Kurna children's writings from 1840-41 were presented by the Leipzig Mission to the Barr Smith Library to be held on permanent loan on behalf of the Kurna community. In September 2018 Rare Books & Special Collections hosted a visit from the Rev. Ravinder Salooja, the current Director of the Leipzig Mission, with the aim to establish contact with Aboriginal communities which have developed language reclamation programs based on the work of the 19th century German missionaries. The letters were also showcased at the opening of Yaitya Ngutupira.

The 50th volume was restored under the successful Adopt-a-Book program.



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# LIBRARY ORGANISATION

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## ONE LIBRARY

The Library of the Future Report highlighted an issue with lack of centralisation and a siloed culture in the library. In response to this, growing a one library culture has been the driving force behind many of the organisational changes that have taken place in the library over the last year. At a University level the library's department name was formally changed to "University Library" (from University Libraries) to send a very visible message within the library and across the wider University about the direction of change. The website, all signage, publicity material, documentation, business cards and such like were changed to the singular "University Library".

## CHALLENGE AND CHANGE

In order to help library staff improve their capabilities in the use of digital tools and software in day-to-day work practice, a library-wide staff development exercise called Challenge and Change was undertaken. Staff were encouraged to exercise their strategic muscles and come up with an idea of some improvement to enhance the library's value to its customers. The exercise was aimed at all staff, "one-in all-in" was the catch cry. Ideas ranging from proposals for new services, improving workflows, and even re-arranging furniture, were presented in infographics, mindmaps, PowerPoint, Prezi, and even a few videos. There was close to 100% participation and 79 resulting projects – large and small - have either been completed or are in progress.

## CO-LOCATION OF LIBRARY STAFF

Another way of fostering a one library culture is to physically bring people together. At the time of the LOTF review there were seven separate team-based workrooms in the Barr Smith Library. Most of the staff have now been co-located into a single open plan workroom. The wider benefits of staff being able to have quick catch-ups with each other and get to know more about each other and what is happening in their day-to-day work are gradually being realised and acknowledged.

## CLOSURE OF IMAGE AND COPY CENTRE AND OUTSOURCING OF EXAM PAPERS AND COURSE READERS

After an internal review and consultation with stakeholders, the decision was made to close the Image and Copy Centre (ICC) and outsource printing of University exam papers and course readers to a commercial provider. Print volumes had fallen over recent years and the ICC equipment had reached end-of-life, requiring a significant investment which was not justified given the ongoing fall in revenue. A procurement process to identify a commercial provider for the high-volume printing commenced in November 2018 and will be confirmed in January 2019. Discussions are also currently underway with existing on-campus providers to provide some small-scale printing and binding services to students, staff, and departments.

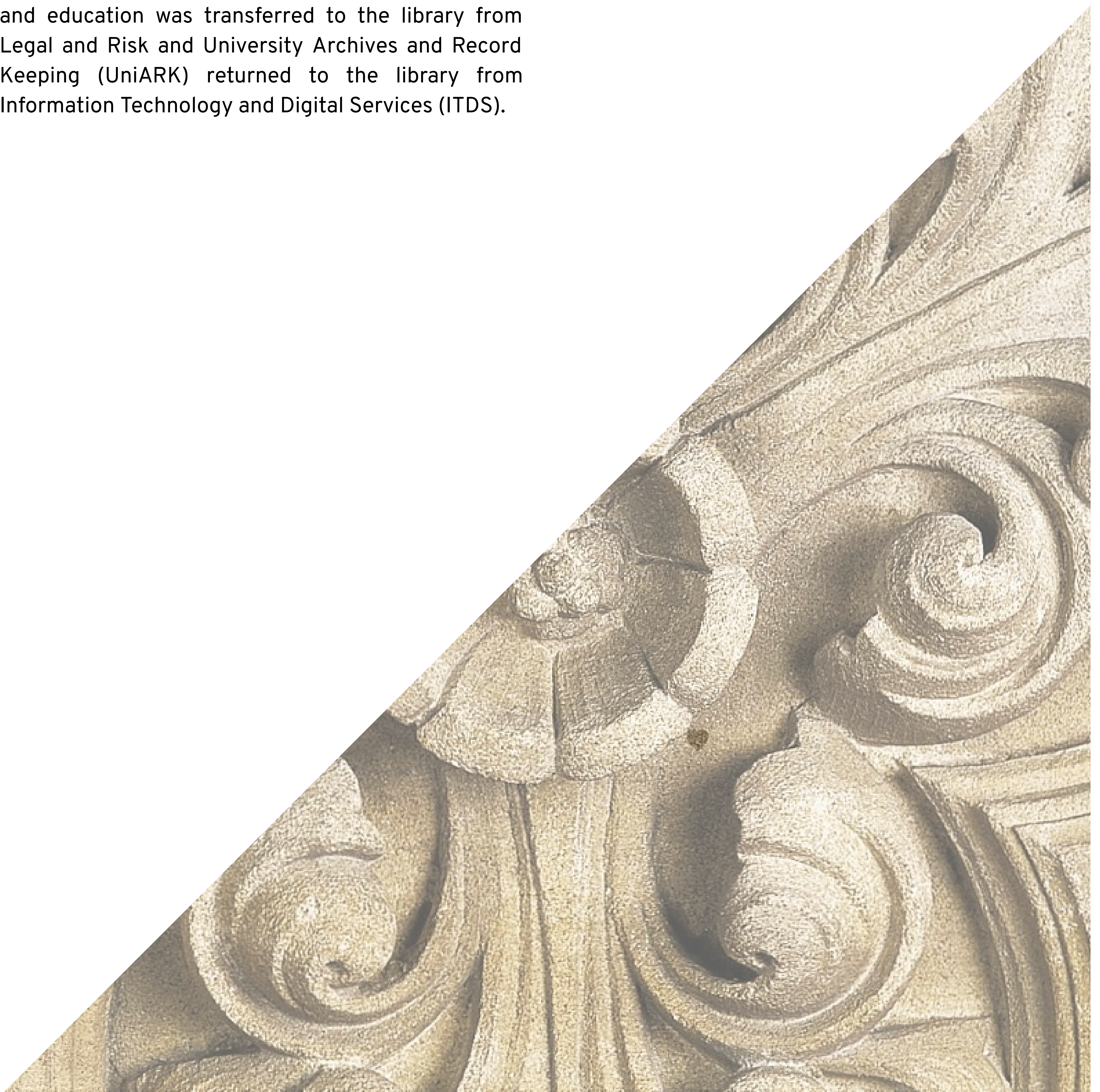
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## UNIVERSITY OF ADELAIDE PRESS

After ten years publishing high quality, open access, scholarly works, the University of Adelaide Press was also closed at the end of the year, in response to budgetary pressures. All published books will continue to be available as open access e-versions and the majority will remain available on a print-to-order system.

## COPYRIGHT AND UNIARK

In other organisational changes for the library last year – responsibility for Copyright advocacy, advice and education was transferred to the library from Legal and Risk and University Archives and Record Keeping (UniARK) returned to the library from Information Technology and Digital Services (ITDS).





# LIBRARY FACILITIES AND SYSTEMS

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## REFURBISHMENT OF LEVEL ONE OF THE BARR SMITH LIBRARY

In the first significant refurbishment of the BSL since the 1970s, level one was transformed into a light, bright modern facility that is appropriate for a contemporary, research-intensive university. There are over 200 individual study spaces - with power outlets, a refreshment area, which could at some time be developed into a small café and a new computer suite in the 'wedge' area that joins the original building to the extension. The refurbishment has also created a new eastern entrance to library, integrated with existing teaching space and major campus pathways.

The Elder Music Library was closed and the collection moved into this space, with the longer opening hours of the BSL providing improved access to the Music collections.

Rare Books and Special Collections are still to be found in this space as well and, with University Archives, now offer extended opening hours for enquiries and access to the Special Collections Reading Room.

Student feedback on the new space has been overwhelmingly positive, with an appreciation of the ambience and improved study facilities. Since the refurbishment, the library has seen an increase in traffic of 24% compared to previous years, demonstrating a high level of student satisfaction.





## BARR SMITH LIBRARY MASTER PLAN

Library Executive worked with the University's Infrastructure team and architects on a master plan, which will inform further staged refurbishment projects consistent with the style and ambience of the level one work.

### WRITING STUDIO

As a result of close collaboration with the Faculty of Arts, Infrastructure, and ITDS, a vacated staff work room on level two of the BSL has been transformed into a facility to support a range of activities, events, and services associated with writing.

The Faculty of Arts' Creative Writing classes will be taught in this space, which is appropriately located adjacent to the library's literature collection. The room can also be used by student and community groups for thesis writing sessions, workshops, lunch time lectures, seminars and book launches.

The re-purposing of this space has also allowed for the provision of four new bookable group discussion rooms and a dedicated workroom for the library's volunteers.

## UNIARK SYSTEMS AND ONLINE DEVELOPMENTS

In May, the University Archives launched a new management system, EMu. The implementation project was managed by ITDS and delivered improved security for the extensive data that describes and manages the collection. The system also provides functionality to allow online access to the database including display of digital images and documents.

In collaboration with ITDS Training Services, new course content has been developed for all University staff to enable online, self-paced training and assessment in HPE Content Manager and related recordkeeping concepts. The course consists of six 'core skills' modules and, at this stage, the online course will complement the existing face-to-face group and 1:1 delivery of HPECM training.

For over two years, a group of University Archives Volunteers has been assisting with research and data entry into a national ARC-funded database, Expert Nation. As a result of this, a local portal to the database was established to enable researchers to access University of Adelaide and Roseworthy Agricultural College related records about students, graduates and staff who served during World War I, and tracks the careers of those who survived the conflict.





# 2018 Statistics

625,959

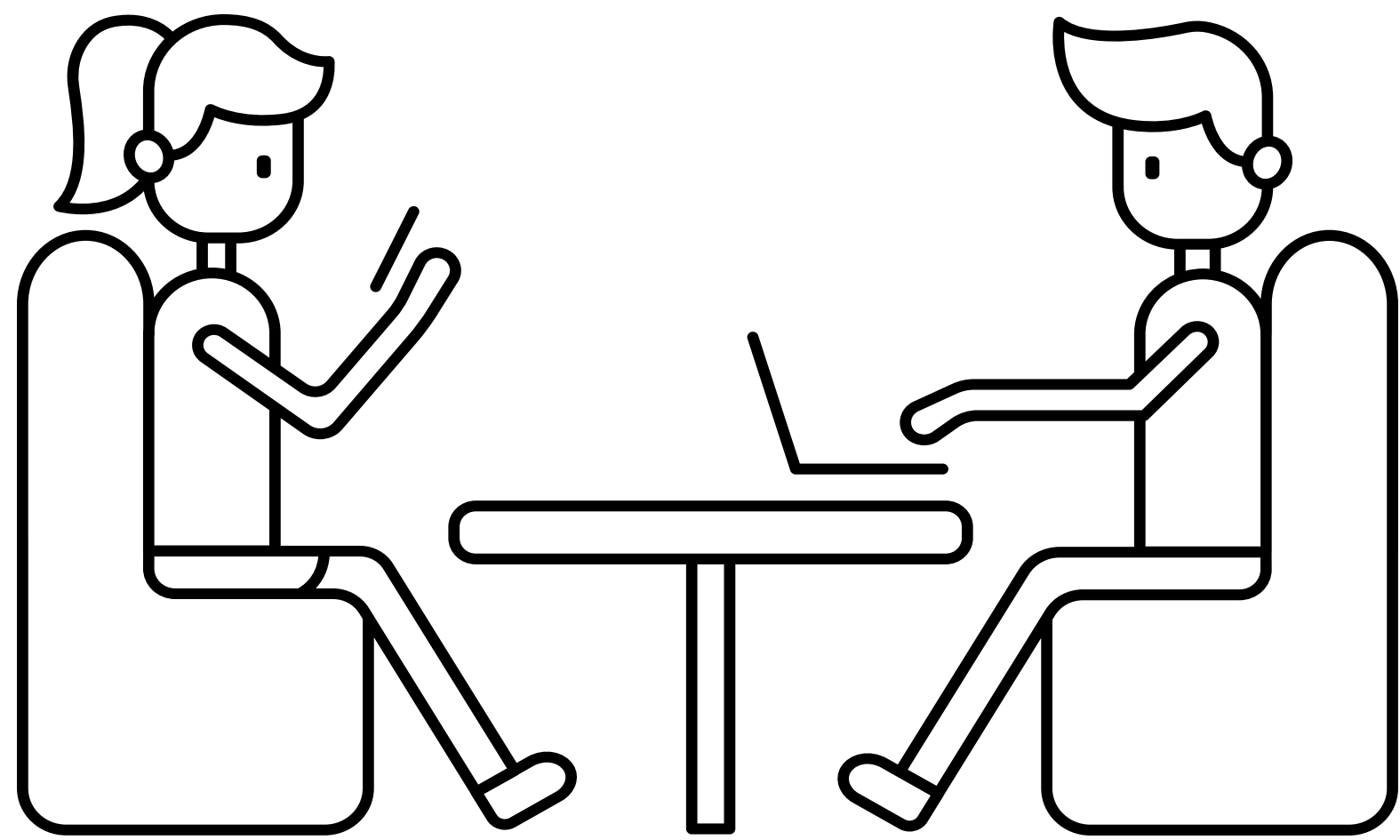
PEOPLE CAME INTO THE BARR SMITH LIBRARY

which is a

24%

increase in traffic

for Aug-Dec (compared to 2017)

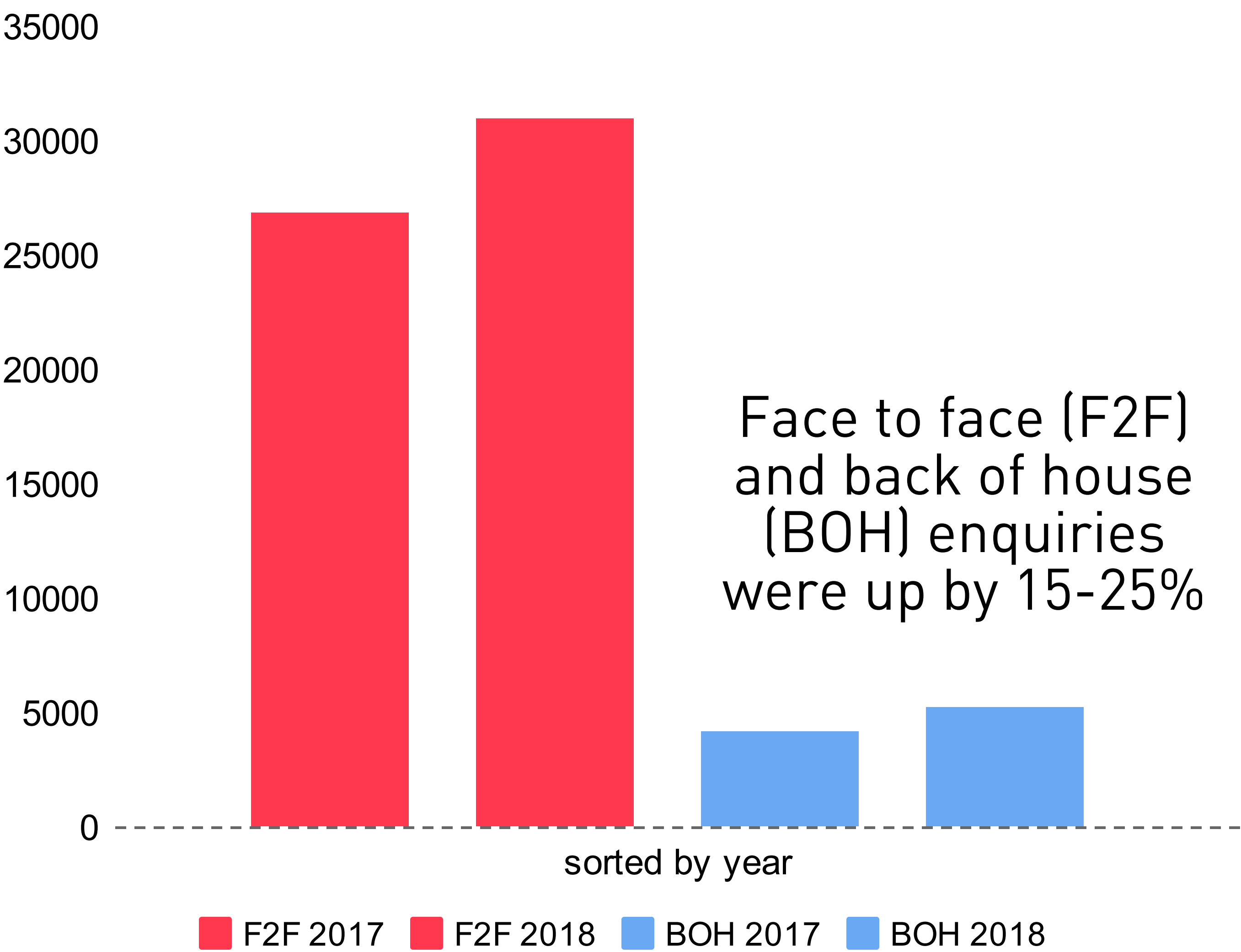


110%

is how much our seating has increased since 2016! We aim to exceed this by a further 40% by 2021 and improve our ranking among GO8 libraries.

The library's **Liason Librarians** held 296 group training sessions and **1,524 individual consultations!**

## Ask Library



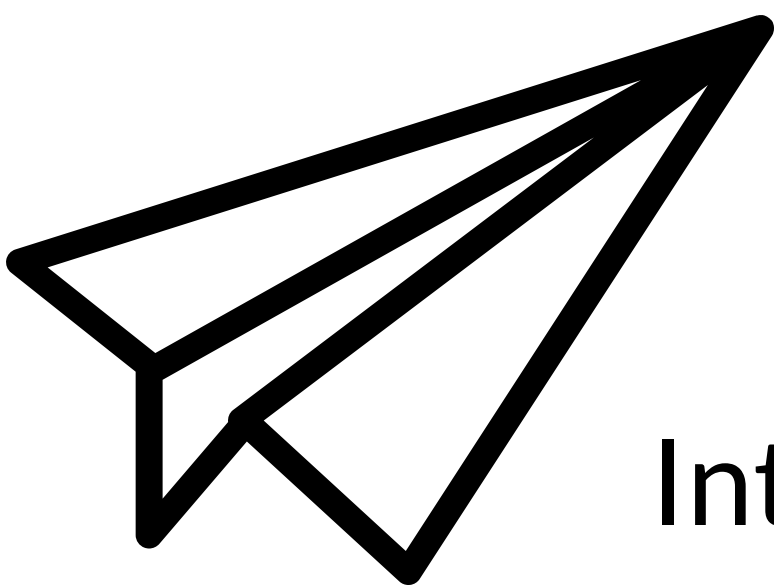
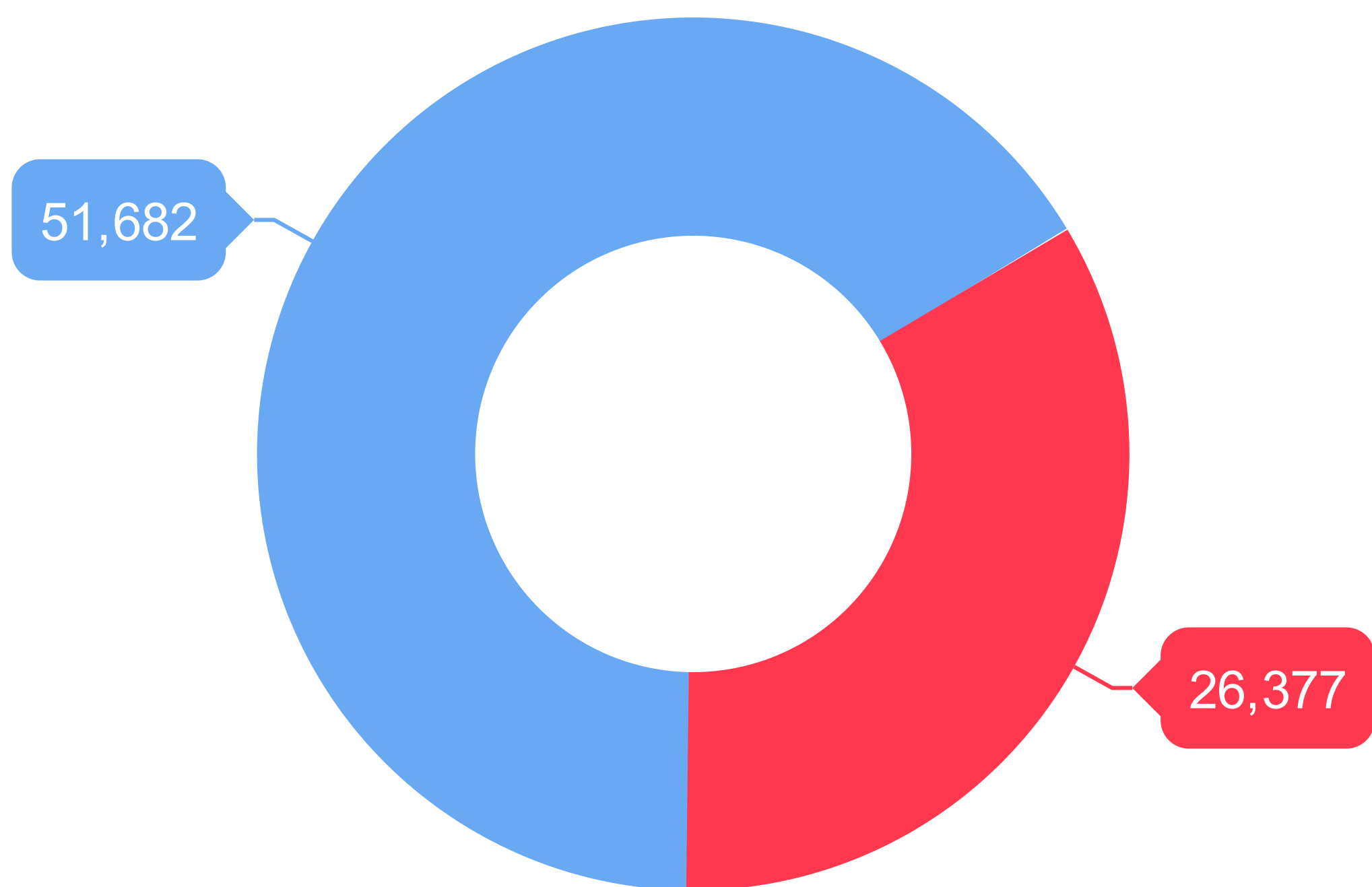


# 2018 Statistics



via

Self-check machine (66.21%) Ask Library (33.79%)



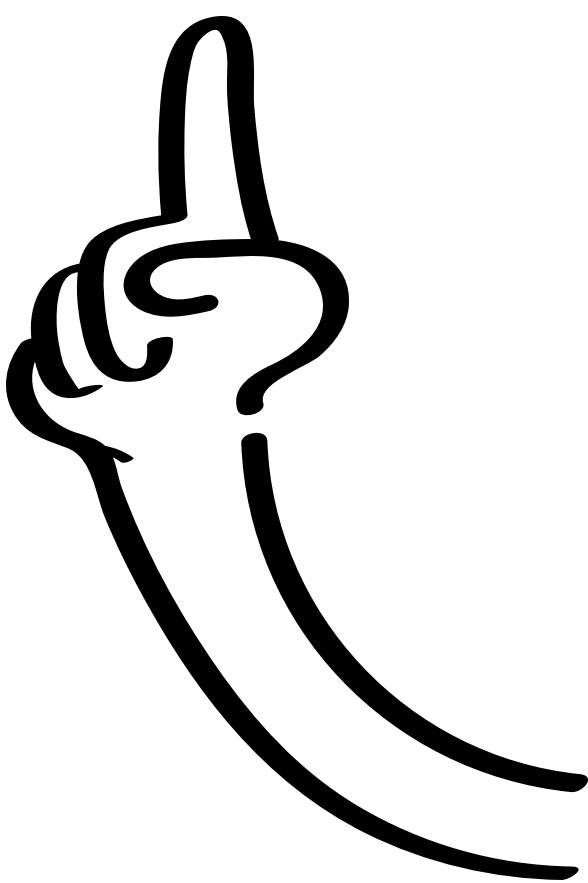
Interlibrary Loans  
were up by

28%

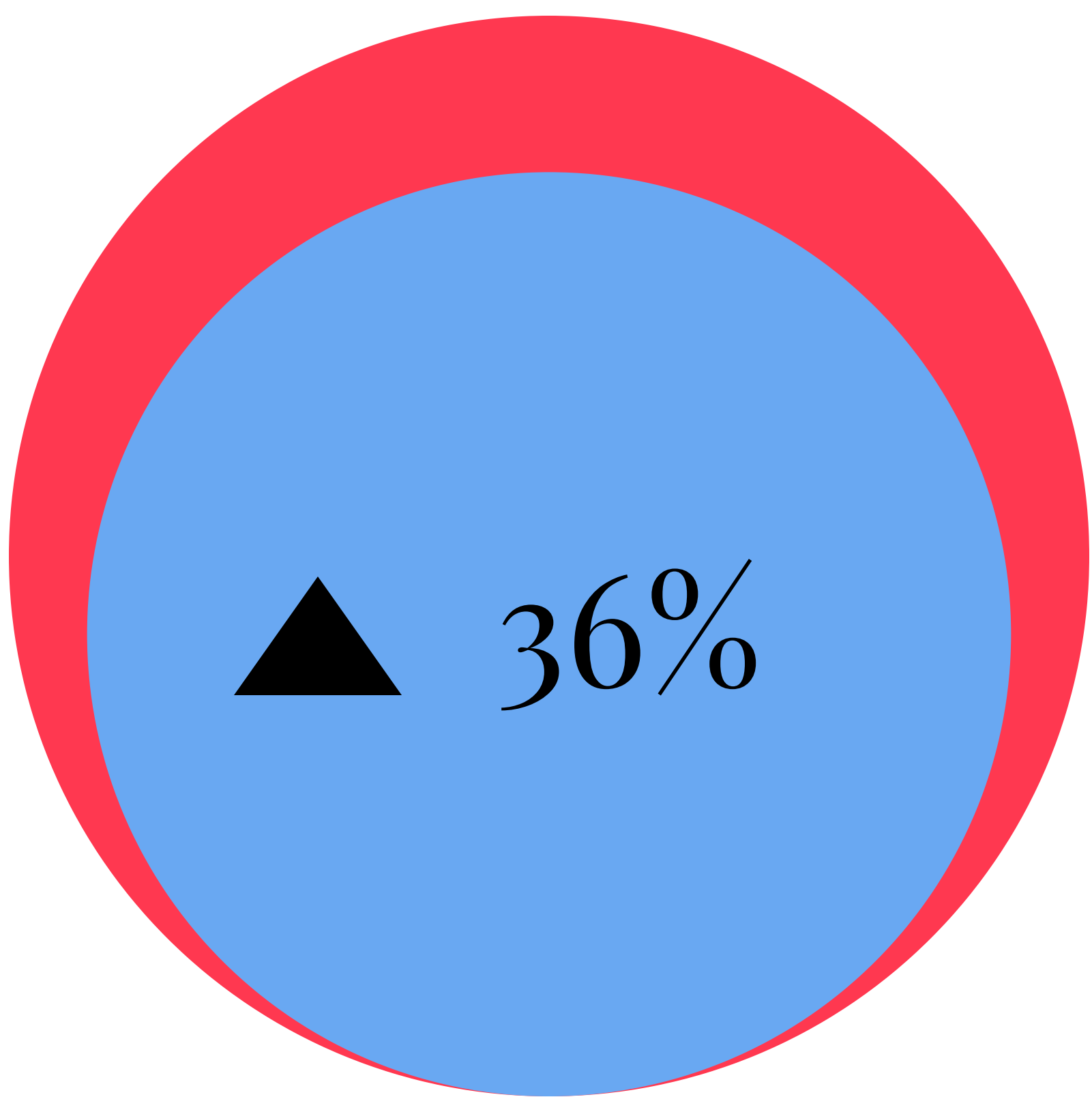
since 2017

## ELECTRONIC RESOURCES

Over 3,000,000 e-books and e-journals were accessed during 2018!



Requests for  
storage items  
were up by



2017 2018







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