

2018

Year in  
review



Library

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# Expanding support for student success

The Library is focussed on providing services, spaces and collections which support students to develop the skills and knowledge they need to succeed in their studies and thrive in the workplace and society as UTS graduates. In 2018 the Library engaged with clients to improve its services to students and inform planning for a new Blake Library to open in 2019.

Associated UTS strategic objective: Engage our students in creative and inspiring learning that enables them to build strong professional identities, future-focused graduate capabilities and global citizenship.

## NEW STUDY HELP

The Library's Service Desks are amongst the most popular support services on campus. In 2018 over 9,000 students received one-on-one assistance in referencing, finding information resources and using the Library at the Research Help Desk which is staffed over 80 hours per week during semester with professional library staff. A further 38,000 clients received help at the Enquiries and Loans desk, where library staff deal with brief queries related to using the library's collection and facilities.

Despite these impressive statistics, there is always room to improve. In 2018, the Library extended its long-standing partnerships with other key student support services HELPS and the Maths, Science and Statistics Centre (MSSC), to turn the Research Help Desk into Study Help, a one-stop, drop-in service centralising assignment and study support in one place.

Study Help in the Library was supplemented by a Library Pod service point located in the Tower (Building 1) and extended hours on the Library's popular chat service, making the Library's valuable support for student learning even more accessible.



# ACADEMIC INTEGRITY

Academic Integrity involves acting with personal integrity and respect for scholarship in all aspects of academic practice, and is an important value of UTS staff and students. This year UTS Library collaborated with other units to lead a communications campaign generating awareness of Academic Integrity and the services available to students to assist them avoid plagiarism and other academic misconduct. The Library also reframed essential client services such as referencing support within this context to better support UTS students and their studies.

**What is unintentional plagiarism?**

Including work from someone else, but not referencing correctly is a breach of academic integrity.

**Why should you avoid unintentional plagiarism?**

In addition to being unprofessional, handing in plagiarised work may require a re-submission and 50% reduction in marks.

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**If you're struggling with understanding plagiarism, these UTS services can help:**

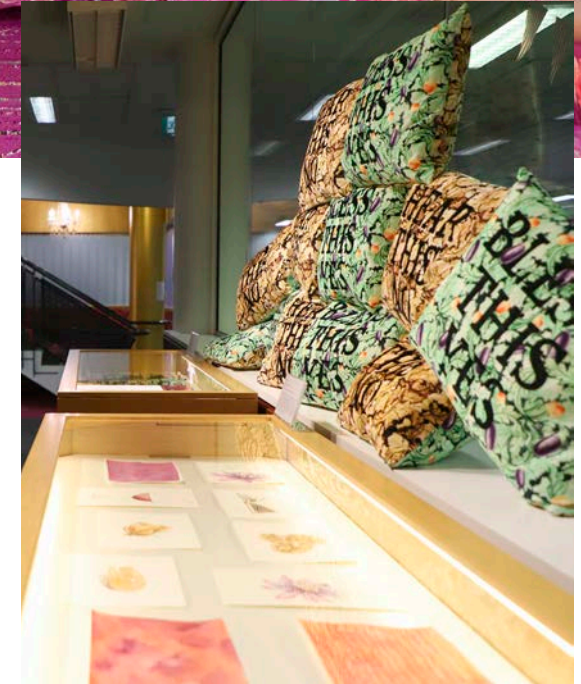
- HELPS team (UTS Building 1, Level 5, Room 25) or visit [helps.uts.edu.au](https://helps.uts.edu.au) for advice and writing support
- Visit the [avoiding plagiarism site](https://avoidingplagiarism.uts.edu.au)
- A referencing and avoiding plagiarism workshop at UTS Library
- HeadsUp referencing online module on the UTS Library website

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## CREATING SAFE SPACES

The Library aims to make its spaces safe and inclusive for the UTS community. Natalya Hughes, the 2018 UTS Library Artist-in-Residence, used her residency to show how spaces can be made welcoming and safe through a creative lens. Focusing on the 'sleep zone' under the stairs on level 2, her project titled "Safe Sopor" acknowledged the unintentional gender bias of students using this space. Through striking custom designed décor Natalya transformed the aesthetics and mood, making it a welcoming and inclusive destination for all students. The installation was inspired by the *Respect Now Always (RNA)*, *Consent Matters* campaign that aims to reduce unwanted sexual behaviour and encourage safe spaces and healthy relationships. Highlighting this dialogue with RNA, Natalya's work was expanded into a textile "yes/no consent" design, which was used to produce cushions found throughout the Library and a puzzle used by RNA in student engagement activities.



# DELIVERING CREATIVE LEARNING AND INDUSTRY ENGAGEMENT OPPORTUNITIES

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The Library's exhibition program engaged students in creative and inspiring learning, enabling them to build strong professional networks and future-focused graduate capabilities. Four UTS undergraduate student exhibitions were presented during 2018 showcasing the breadth and quality of work produced by students at UTS. *Embroidered Relations* was held in conjunction with Sydney Craft Week and showed the work of Fashion and Textiles students taking part in the India Global Studio design subject, while Bachelor of Design in Visual Communications programs were showcased in an exhibition that featured UTS entries for the international *D&AD New Blood Awards*. Each event provided opportunities for students to mingle with industry experts and present their work to a wide audience.

Research student work was also highlighted. *UTS Animal Logic Academy: The Early Years* was a unique collaboration between UTS and Animal Logic, exploring virtual reality through the serene world of *Terra Chi* in VR. Held in conjunction with National Science Week the work of the first cohort of graduates from the UTS Master of Animation and Visualisation program were also on display as part of this exploration of learning and research in at UTS.



## ENSURING OUR SERVICE WAS STUDENT INFORMED AND FOCUSSED

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Over 1,400 clients responded to the 2018 Library LibQual Survey – an international benchmarking survey of library services. The survey results showed clients continue to highly value the Library’s print and online collections, spaces and helpful staff. These results were echoed in the annual Student Satisfaction Survey, which highlighted the Library’s online resources, in particular, as among the top three areas of both satisfaction and importance to students amongst university services.

Client feedback also identified key areas of focus for the future, including the need to increase study spaces and computer facilities, and access to course texts and online resources. As a result the Library introduced a range of process improvements and changes to its collection policies to make even more

resources available. Over 68% of the Library collection is now electronic, with that number growing as the Library focusses on an e-preferred model and new workflows which are decreasing the time it takes to receive new electronic titles from our suppliers. Findings from these surveys and other client feedback will continue to inform the Library’s planning as it prepares to move to the new Blake Library in UTS Central in late 2019.



## STATISTICS

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### Engagement:

**1,064,345**

people visited the Library in 2018

**15%**

increase over 2017 visits

**21,000**

clients were supported to develop study, research and information literacy skills

**800**

hours of individual consultations

**813**

workshops

**20%**

increase in client consultations over 2017

**69,279**

client enquiries were answered in the Library and via online services (chat, email, phone)

### Services & features:

**1,356,721**

total number of items available via the library catalogue

**431,007**

total number of electronic titles available via the Library catalogue (363,067 e-books and 67,940 e-journals)

**36%**

increase in the total number of digital items in the catalogue in 2018

**730,241**

total times that the electronic course materials (e-readings) were accessed

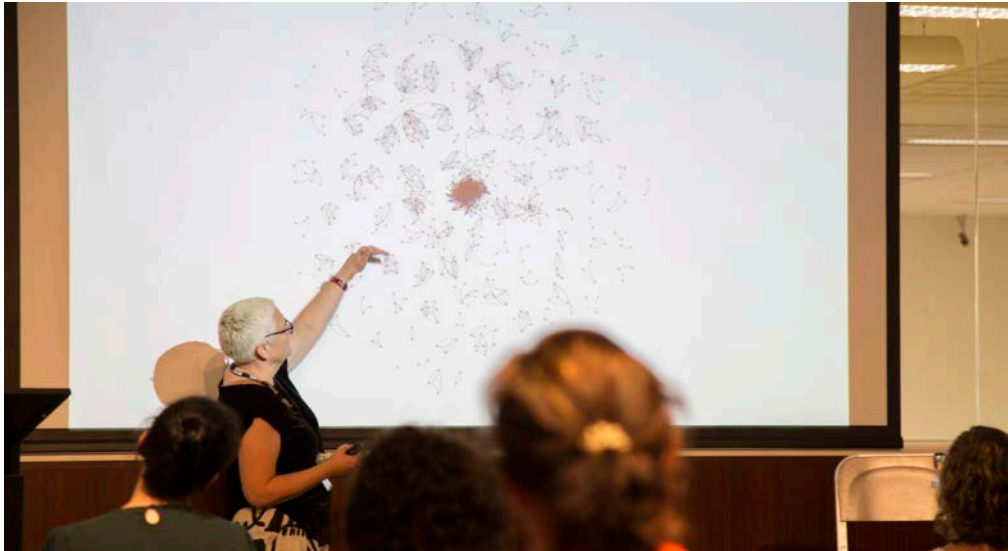


# Amplifying the impact of UTS Research

UTS Library continues to support UTS researchers by providing networking and development opportunities through initiatives such as Research Week and the new UTS initiative, RES Hub. UTS ePRESS continues to be a leader in open access publishing in Australia, supporting the international open scholarship agenda which aims to make research more widely available and impactful on society.

Associated UTS strategic objective: Increase the scale, quality and impact of research in our discipline fields.

## RESEARCH WEEK 2018



Hosted by UTS Library, the annual researcher development program brought together research experts from across UTS and included free workshops and networking sessions for researchers and support staff. A record attendance for many workshops was noted, making the 2018 program more successful than ever. Events such as these allow for researchers and research ideas to cross over between faculties creating a truly transdisciplinary research environment.



## OUTREACH FOR RESEARCHERS AT RES HUB

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In 2018 UTS Library participated in the Research Excellence & Support Hub (RES Hub) pilot program. In support of this initiative, UTS Library ran a series of workshops and events tailored to academic staff and researchers, assisting UTS's objective of producing high quality research. Library staff facilitated 10 sessions during the month-long program of which the Library's digital literacy, 'Twitter for Academics' and data visualisation sessions proved to be the most popular. RES Hub was well received by the UTS research community and supported researchers as they continue to build UTS's reputation for research excellence.

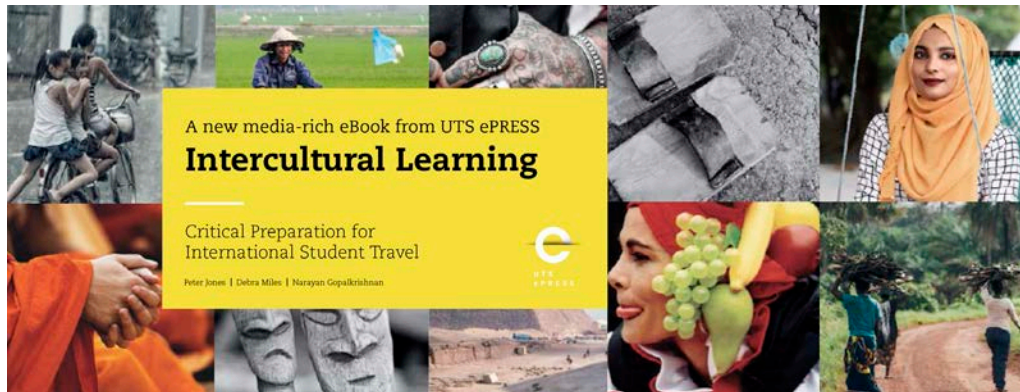




## SUPPORTING OPEN SCHOLARSHIP

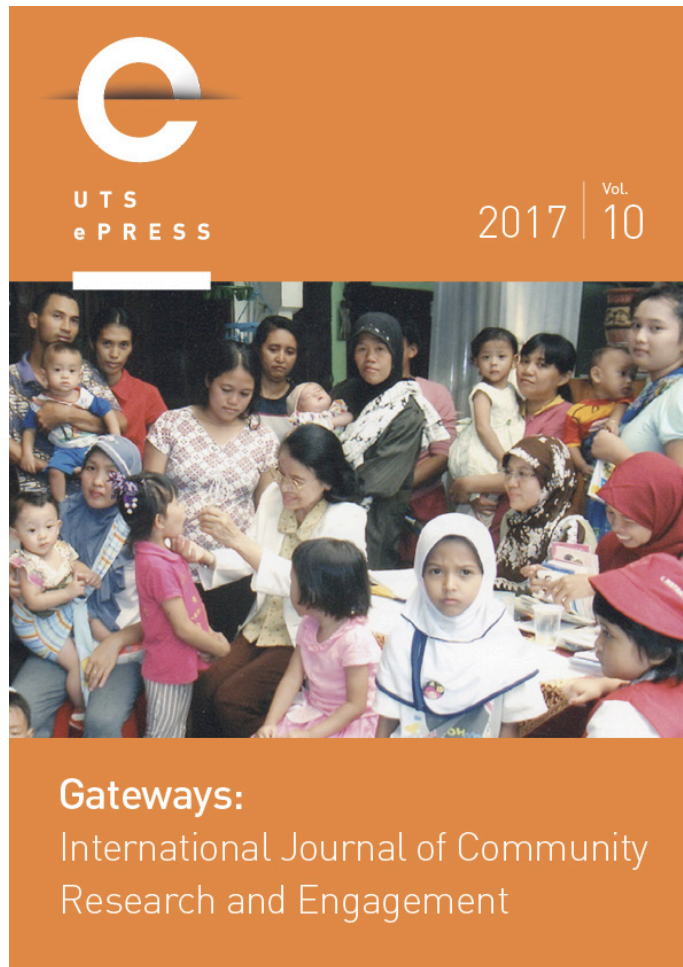
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UTS Library is committed to expanding access to high quality research through its open scholarship initiatives. In 2018, UTS ePRESS continued to expand its catalogue of open access scholarly publications. Major book publications in 2018 included the interactive textbook *Intercultural Learning: Critical Preparation for International Student Travel*, developed by social work researchers Peter Jones, Debra Miles and Narayan Gopalkrishnan, and *Reading the Country: 30 Years On* by Phillip Morrissey and Chris Healy. This publication revisits the seminal 1984 work *Reading the Country*, presenting an intercultural dialogue between Indigenous and non-Indigenous Australians about country.



## EPRESS GATEWAYS JOURNAL: CELEBRATING 10 YEARS

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In addition to its monograph publishing program, UTS ePRESS continues to publish open scholarly journals. In 2018 the Press celebrated 10 years of publishing *Gateways: International Journal of Community Research and Engagement*, a collaborative open access journal for academics, practitioners and community representatives to explore issues and reflect on practices of university–community engagement.

Jointly edited and managed in a new partnership between UTS Shopfront Community Program at the Centre for Social Justice and Inclusion at UTS and The Swearer Center for Public Service at Brown University (Providence, RI, USA) – the Gateways Partnership was formally launched in August 2018 by the UTS Vice Chancellor, Attila Brungs, UTS Director of the Centre for Social Justice and Inclusion, Verity Firth, and Matthew Johnson of The Swearer Center, Brown University.

## STATISTICS

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**100 +**

researchers attended Research Week

**850,000 +**

UTS ePRESS publications were downloaded in 2018

**1.4 million +**

research outputs by UTS researchers were downloaded from the institutional repository, OPUS

**87%**

positive feedback rate from Research Week

**7,500**

total number of academic citations of Press publications

**56,750**

total number of research outputs in the institutional repository, OPUS



# Investing in a sustainable future

UTS Library continues to work with partners across UTS and externally to generate awareness for issues related to sustainability, social justice and equity, recognising UTS is part of the wider community and is committed to contributing at the local, national and international level for the betterment of society. In 2018 the Library also invested in its people, processes and systems, building the foundations for the future Blake Library due to open next year.

Associated UTS strategic objective: Lead UTS into a sustainable future, fostering creativity, agility and resilience in our people, processes and systems.



# GREEN WEEK: GOING SOLAR

In collaboration with the Institute for Sustainable Futures, UTS Library hosted Green Week in May 2018 with a forum titled *Going solar – the future has arrived!* The forum contrasted two perspectives on how the renewable energy revolution is well and truly underway with Jonathan Prendergast and Carola Jones, two renewable energy experts, outlining ways in which individuals and companies can prioritise renewable energy. A large audience enjoyed the lively discussion.



# NATIONAL RECONCILIATION WEEK

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The theme for National Reconciliation Week 2018 was *Don't Keep History a Mystery*. To commemorate this, UTS Library in partnership with the UTS Centre for Social Justice and Inclusion, hosted a film screening of *Servant or Slave*, an emotional and confronting insight into the history and legacy of the domestic servitude enforced upon Aboriginal girls in Australia. The film was followed by a yarning circle discussion with Aunty Joan Tranter who, as UTS Elder in Residence, provides cultural support aimed at enhancing Indigenous student retention and success across UTS.

## Image

*Aunty Joan Tranter* 2013  
by Jane Nicol  
Acrylic on canvas  
UTS Art Collection





## PAWS FOR PRESSURE: SUPPORTING STUDENT WELL-BEING

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With the ever increasing demands of modern life on students, UTS Library continued to support student wellbeing with the *Paws for pressure* program. In what has become a UTS Library tradition, students and staff took time to de-stress with the therapy dogs and their handlers from the Delta Society. Proceeds raised through visits such as these support Delta Society's therapy dog program in hospitals, aged care facilities, mental health units, palliative care, disability services, prisons and schools around Australia.



# FOOD FOR FINES TURNS 10!

UTS Library Food for Fines campaign turned 10 in 2018, donating over 1,830 food items to Mission Australia from library clients who donated food in lieu of fine payments. Over the last nine campaigns UTS Library has collected over 12,500 food items from over 2,000 library patrons helping Mission Australia to feed the homeless, unemployed, and families and children living in poverty.





# THE GREAT BOOK SWAP

The UTS Library and UTS Centre for Social Justice and Inclusion teamed up to host The Great Book Swap in support of the Indigenous Literacy Foundation's (ILF) vision to lift literacy levels and instil a lifelong love of reading in students in remote communities. Raising over \$1,000 through the event held in August, proceeds help correct inequality by assisting to remove barriers around the cost and accessibility of obtaining books.



# INVESTING IN FUTURE SYSTEMS

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At the end of 2018, UTS Library announced its decision to move to the Library Services Platform, Alma, by the leading supplier of library software, Ex Libris. Alma is a fully digital solution for academic libraries to manage their print and online collections. It is coupled with the Primo VE discovery platform to deliver a superior experience in searching and browsing the Library's extensive collection of resources. The rollout of this system will be a major project for 2019 and will provide the infrastructure underpinning the future library, opening in UTS Central in 2019.



# About UTS Library

# WELCOME TO OUR NEW UNIVERSITY LIBRARIAN

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January saw Michael Gonzalez join UTS as the new University Librarian. Previously University Librarian at Western Sydney University, Michael brings extensive experience and success managing digital collections and seamless service delivery. Working closely with the UTS community, Michael's focus in his first year in the role has been on developing new projects and expanding existing educational and support initiatives whilst leading the development of a new strategic plan as the Library prepares to move to UTS Central in 2019.

Also joining the Library's senior management team Sascha Jenkins arrived in October to take up the role of Director, User Experience and Planning. Sascha will oversee the completion of the move to the new Library and continued delivery of a superior user experience. We also acknowledge the work of Acting Director, Planning & Logistics, Jemima McDonald, who led planning and preparations for the new Library during much of 2018.





## ANNOUNCING ATSIDA INTERIM CHAIR

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The Library is pleased to announce the appointment of Professor Lisa Jackson Pulver AM as the interim chair of the ATSIDA reference group. Professor Jackson Pulver joins ATSIDA at an interesting time. With new infrastructure confirmed by the Australian Data Archive, ATSIDA is being repositioned as a service delivery platform with a focus on building capacity in researchers and staff working with data about or relating to Aboriginal and Torres Strait Islander people.



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