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In 2019 the Library’s priorities reflected the significant changes happening across the University including Project Beacon, the launch of the Student Success Strategic Framework, the review of learning and teaching support, the preparation for the new MQ2020 Curriculum, the new Curriculum Management System and ORCID (Open Researcher and Contributor ID) implementation.

The development of the new curriculum provided opportunities for the Library to work closely with faculty to design and embed new first year foundation units for academic and digital literacy skill development. Library-produced online skills modules StudyWISE and InfoWISE were developed as interactive resources that can be embedded into coursework, as well as remaining available 24/7 for independent learners.

ORCID (Open Researcher and Contributor ID) allows researchers to gain full credit for their work as authors and contributors and makes their work more discoverable. In 2019 the Library, in collaboration with Macquarie International, the Office of Higher Degree Training and Partnerships and all faculties, developed a campaign to achieve high levels of ORCID adoption among researchers. This cross-University collaboration resulted in over 92% adoption of ORCID by Macquarie researchers. The level of ORCID adoption at Macquarie ranks it as a leader of ORCID uptake within the Australian consortia.

The University Art Gallery, which is part of the University Librarian’s portfolio, continued to showcase the University’s extensive art collection and connect the University to its community through an active program of exhibitions and public programs. The collection also grew through several generous donations of remarkable art works. The University Librarian’s portfolio was adjusted mid-year, with the function of the GIPA Officer and the Archives and Records Department moving into the Office of General Counsel to better align operations and purpose.
Vision and strategy

We aspire to provide dynamic and visionary information services to support the international research and teaching reputation of the University.

The Library aligns its strategic approach with the University’s strategic framework and direction. Working in partnership with our community, our strategic aims & priorities are to:

- Provide point-of-need access to high quality information resources that support world-class research and research enhanced teaching.
- Deliver excellent, client-centered services that support student success and help build graduate capability.
- Provide leaderships for a cross-University approach to developing information and digital literacy skills in students and researchers.
- Deliver a high quality, safe and inclusive informal learning environment to support and recognise research, learning, teaching and community engagement.
- Use evidence-based processes and continuous improvement to leverage data to inform our decision making.
Building skills for student success

The Library plays an important role in helping students develop their information, academic and digital literacy. ‘Digitally literate’ students are able to find, manage, share and create information within their academic discipline and within a rapidly evolving digital environment. These literacies are a core capability for succeeding at university, but also translate into necessary skills in the workplace.

In 2019, Library and Learning Skills staff helped over 2,000 undergraduate and postgraduate students develop these skills through in-depth, individualised consultations. Recognising students are increasingly busy, we successfully trialled using Zoom for online consultations in addition to our in-library services.

Not all students require the intense support provided by individual consultations, and the Library introduced a range of support options for these students. These included “Shut Up and WriteWise” and iGuides, two programs that made peer mentors available in the Library to assist with developing academic writing skills and the ability to work with learning technologies respectively. In partnership with other student support units, the Library also supported the roll out of Studiosity, an online tutoring service providing feedback on student essays to improve academic writing skills.

Accessing support for academic, information and digital literacy skill building was also enhanced with the release of updated StudyWise and InfoWise units in 2019. Offered by the Library through iLearn, StudyWise and InfoWise are self-paced online units designed to provide skills for study, employability and life-long learning, these were used by students over 890,000 times.

The Library chat service was also expanded to be available inside MultiSearch, the Library’s single search interface that provides access to a large majority of scholarly resources. This enabled students to receive in context help with finding online and physical journals, articles, books and multimedia resources for their coursework and research. There were over 11,500 virtual enquires in 2019 including through this chat service.

Embedding study skills in the curriculum

The Library’s range of in-library and online support programs enable our expert staff to reach large numbers of undergraduate and postgraduate students. This support is supplemented by discipline-specific and embedded programs that locate essential academic, information and digital literacy skills within a disciplinary or subject context.

Library and Learning Skills staff developed and delivered workshops in consultation with unit convenors and academics. 10,792 students attended these workshops and the online study skills module was visited 897,763 times. In depth online guides, LibGuides, for subject specific research, writing and referencing skills were accessed by students 899,470 times in 2019.

Embedded content developed by the Library and Learning Skills for specific units, such as the teaching content created by the collaboration between Biological Sciences, the Careers and Employment Services and the Library, provides students with highly tailored content to increase their study, research and workplace skills.

The WriteWise peer writing program, in collaboration with Widening Participation and Walanga Muru, helped develop the academic literacy of Pasifika students, students from refugee backgrounds and First Nations students.

Extended opening hours for exam support

In Session 2 the Library piloted 24/7 opening hours to provide more intensive support during the exam period. This pilot was very positively received by undergraduate, postgraduate and HDR students with feedback such as “this is fantastic” and “Brilliant news! Is the plan for this
to be permanent?” The 24/7 Pilot built on the successful trial of extended hours in 2018, when the Library closed at 1am. The 24 hour opening saw increased numbers of clients in the building, doubling the 12am occupancy rate from the previous year.

Building academic integrity
Academic integrity – acting honestly, ethically and responsibly as a scholar - is a key academic literacy and a foundation of all scholarship. The Library supported Macquarie University’s commitment to the values of academic integrity by developing and rolling out the online academic integrity modules for undergraduate students in the Faculties of Arts and Human Sciences.

To access their assessment tasks, students were required to successfully complete the Academic Integrity Module. Relevant students and staff were surveyed at the end of the Session 1 pilot, and more than 80% of respondents agreed or strongly agreed that the module was useful and relevant to them.

Leganto: supporting learning through unit readings
The Library implemented Leganto as a new unit readings system in 2017 through a small pilot, followed by a gradual expansion to selected units in 2018. Following these successful trials, Leganto will replace iShare to manage unit readings through iLearn. In 2019 a focussed program converted the reading lists for over 400 units to Leganto. Leganto provides academic staff with a simple interface to create reading lists and request Library assistance in clearing learning materials for copyright and digitising material where required. For students, Leganto provides easy access to critical learning materials online from within the iLearn learning management system.

Copyright support for learning and teaching
Academic staff aim to provide a distinctive learning experience and use a range of materials to enliven curriculum and enrich learning with current research. The Library supports this aim by providing extensive copyright advisory services that help teaching staff include a diverse range of resources in the curriculum. In 2019, the Library’s unit readings team supported curriculum development by facilitating over 1,095,000 downloads of copyright cleared items via Leganto and iShare. Copyright service staff developed an updated copyright website for unit convenors, and provided expert advice to individual unit convenors, learning designers and working groups, including those developing new micro-credential courses and MOOCs (Massive, Open, Online Courses).

Academic staff, professional staff and students engage regularly with the copyright advice and support provided by the Library through individual consultations for teachers, researchers, learning designers and students and by using the copyright website, with over 4,700 uses of the site in 2019.

Implementation of the Safe Harbours provisions of the Copyright Act
The Library began implementation of the Safe Harbours provisions of the Copyright Act during 2019. This helps to ensure that the University can take advantage of this provision if staff or students breach copyright on University networks or systems. Further embedding this implementation requires development of policy and process in collaboration with many departments of the University.
Increasing the impact of research outputs

The Library collaborated with our colleagues across the University to support researchers to develop meaningful profiles in the Macquarie University Research Portal, which ensures Macquarie researchers and their research are visible and discoverable to the world. In 2019 the Library’s Research and Scholarly Information Services staff, responsible for metadata collection and validation for publications authored by Macquarie researchers, added over 5,200 publications to Pure, the University’s research management system, which drives the Research Portal. In 2019 the Library also provided Pure training for researchers including dedicated sessions for new starters and discipline-specific drop-in sessions.

Managing researcher identities helps ensure all research outputs are discoverable by aggregating a researcher’s online footprint under the one unique identity. The internationally accepted tool for researcher identification is ORCID. In 2019 Library training and support assisted researchers to create their ORCID and link it to Pure and to SCOPUS, a key bibliographic database containing abstracts and citations for academic journal articles. 95% of Macquarie University researchers have linked their ORCIDs to SCOPUS to help support researcher profiles and University research activity reporting.

The Research & Scholarly Information Services team also provided support to 95 researchers applying for grants from external funding agencies such as ARC (Australian Research Council) and NHMRC (National Health and Medical Research Council), or for internal promotion or internal grants such as Macquarie Research Fellowships. This support included ARC Research Management System assistance and data validation, research metrics assistance, ORCID setup and Pure publication assistance. The staff also provided information regarding open access publications for inclusion in the final report for the ARC Centre of Excellence in Cognition and its Disorders.

During 2019, 404 digital theses were made available as open access through Macquarie University ResearchOnline, offering our HDR students an important first step in building their research profile and reputation.

The Library also supplied 5,318 items sourced from other libraries for higher degree researchers, postgraduates and academic staff conducting research.

eResearch advocacy

The Library hosted the new series of eResearch Talk and Coffee sessions which were open to the whole University community. These sessions are designed to spark thinking and sharing across disciplines about how technology can enhance our research, and to showcase research occurring at Macquarie. The three sessions in 2019 were:

- When stars collide (Professor Orsola De Marco)
- Sharks, tombs and cosmic bubbles: how machine-learning spans diverse scientific fields (Dr Cormac Purcell)
Supporting Macquarie University publications

The Library supported University research publications by issuing ISBNs for 19 publications and providing information and advice to the University community about the newly implemented changes to legal deposit legislation in NSW. Macquarie University publications and those by individual academic authors, including digital publications, were impacted by these changes.

Research consultations and training

The Library offers individual consultations for research students and Macquarie researchers. These consultations provide support with referencing, citation management, strategic publishing, systematic reviews, search assistance, database access, copyright, Pure profiles and general Library services. These consultations also include research metrics. To assist with measuring research impact, the Library works with academic staff and higher degree research students to provide individual publication and citation data, and evaluates journal impact factors and publication metrics. In 2019 the Library conducted over 2,308 individual research consultations, including for research metrics, with Macquarie University students and staff. There were over 10,790 attendees at Library workshops and training activities. This training is often embedded in specific course units.
Creating welcoming spaces

The University Library provides spaces and services to support the Macquarie University community to succeed in its innovative learning, teaching and research goals. During session, the library building hosts as many as 15,000 visits a day. In 2019 the library building had a total of 2,253,709 visits, and over 52,000 physical and virtual enquiries were answered by Library staff. The spaces in the building are modern and welcoming, providing flexible options for group and individual work, and are a very popular place to study and research.

Improved access for HDR and postgraduate students

In 2019 the Library upgraded systems to automate HDR and postgraduate student access to the popular researcher spaces on levels 3 and 5. These researcher spaces provided a much-valued place of quiet and concentrated scholarship for our research students. The new processes ensure new students have immediate access.

More spaces for BYOD

As part of the Library’s continuous improvement program, observational studies were conducted on the use of Library spaces and facilities. A key finding demonstrated students are increasingly bringing their own devices to campus. In response, the Library introduced more powered desks for study. For those students without their own devices the Library expanded laptop loan kiosks, with the new laptop loans proving popular with students.

Building our collections

The licenced electronic resources managed by the Library including e-journals, ebooks and e-videos were used over 11,000,000 times in 2019 which is a 10% increase from 2018. These resources enable students and staff to source academically rigorous
content for their learning, teaching and research though discovery tools such as MultiSearch and Google Scholar @MQ. There were over 14,000,000 searches on MultiSearch in 2019.

The Library spends 96% of its collections budget on electronic resources supporting online access so students can access our resources from wherever they are studying. The Library provides access to 947,657 ebooks and other electronic titles together with 76,193 current journal titles. The physical collection includes 1,189,409 items with 78% of them held in the Automated Retrieval Collection, enabling more study and community space in the Library.

Making the Lachlan and Elizabeth Macquarie Archive discoverable

The Lachlan and Elizabeth Macquarie Room located at the entrance of the Library building is a fascinating artefact inviting visitors to contemplate Australia’s complex colonial history. LEMA (Lachlan and Elizabeth Macquarie Archive) an online archive, create by librarian and researcher Robin Walsh as an early digital humanities project, complements this artifact. LEMA provides full-text transcriptions of manuscripts and research materials related to the Macquarie family and their historical context from archives in Australia and overseas. In 2019 the Library made this valuable historical archive available through the Macquarie University Multisearch interface, enabling the national Trove service. Projects within this archive are also embedded in some Faculty of Arts units.

Exhibitions

As one of the most popular spaces on campus welcoming over 2.2 million visitors per year, the Library is the perfect place for events and exhibitions that enrich the cultural life of the campus. In 2019 the Library’s public program included the exhibition From Gaslight to Lighthouse: a history of the Macquarie University site in celebration of History Week in September 2019, which traced the history of the campus site.

The public events program also featured a fascinating exhibition of Indigenous artworks and artefacts that formed part of an assessment task for students in ABST102 Dharug Country: Presences, Places and People. The display used objects from the Australian History Museum and the Macquarie University Art Gallery, and included a beautiful possum-skin wrap that forms part of Jo Anne Rey’s doctoral thesis Country Tracking Voices. The exhibition included 3D digital representations of the artefacts from the Pedestal database.

Virtual Reality collections

The Library’s collections continue to evolve to meet the needs of the University’s modern curriculum. Virtual reality tools provide new ways for students to explore and create content for learning purposes. The Library’s VRoom works in collaboration with faculties to identify and provide access to VR experiences to support teaching and learning.

The VR component of the Heritage & Tourism (GEOP808) course was designed in partnership with academic staff in the Faculty of Arts. Pilot workshops used VR as part of tutorials simulating field trips to Auschwitz and Cockatoo Island. Our virtual reality collection is expanding and developed in support of a range of virtual reality projects and approaches across the University. Examples of other VR experiences available from the Library are Realities, virtual reality experiences of culturally significant sites from around the world, and Google Earth VR, that lets you explore the world’s cities, landmarks and natural wonders in virtual reality.

Managing our cultural collections

In early 2019, the Library worked in collaboration with Information Technology to commence providing support for the EMu system. EMu is a collections management tool used by museums, galleries and universities around the world, and is used at Macquarie to manage the collections for the University Art Gallery and the museums located in the faculties. Library staff worked closely with faculty staff to ensure the records for the museums from the Faculty of Arts were updated prior to the relocations of those collections ahead of the new faculty museum to be launched in 2020.
Conferences and publications

Library staff made a strong contribution to their profession, presenting on key Library initiatives at national and international conferences in 2019.

Library staff presented at the 2019 THETA Conference, the premier technology in higher education conference in Australasia. Fiona Jones and Heather Cooper presented on *Twinsets & Toolbelts - Developing Library Data Skills Aka Library Carpentry at Macquarie University* which explained the Library’s innovative approach to building researcher capability in data science and eResearch using the carpentries model. At CAUDIT (the Council of Australasian University Directors of Information Technology), David Di Muro and Alicia Rogers presented *XR in Libraries: Beyond the Hype*, discussing the Library’s approach to implementing extended reality (XR) services for University staff and students.

At the International Group of Ex Libris Users (IGeLU) Conference and Developers Day, presentations were made by Library staff about our implementation and enhancement of Library systems to support learning, teaching and research. These presentations included *Moving the goalpost: Aligning project milestones to development schedules; Hey Google, talk to Macquarie Library; Workflow Testing Task Force Work Meeting and Running the gauntlet of a systems audit in Alma: User role management in 4 institutions (panel).*

In 2019 the Library hosted 63 special events, visits and tours for university partners, visitors and distinguished guests. Visitors included Australian and international academic staff, international student recruitment agents, CSIRO staff, school students, and library and museum professionals.