Enquiry Services Delivery

- 5,299 phone calls, 2,687 chat sessions and 1,337 emails to Ask the Library
- Over 1.6 million visits to campus libraries – March busiest month with over 215,000 visits
- New Ask Library/IT Service Points installed at Mt Gambier and Whyalla
- Joint Library/ISTS pop ups held across metropolitan campuses at start of SP5
- Over 500 responses received in the Library Client Survey
  - All categories improved on performance scores since 2010 survey
  - Information resources and Facilities and equipment both performing in top 25% when benchmarked externally
  - Wireless access and printing, scanning and photocopying are top performers in the Australian university sector

Presentations and Papers

- Ann Morgan presented on the UniSA Free Library of Water (FLOW) project at the eResearch Australasia Conference in Brisbane with Angelica Healey (Information Strategy & Technology Services) and Prof. Christopher Saint (Centre for Water Management and Reuse)
- Ben Dalwood presented at the International Ex Libris Developers Forum in Budapest
- Julie Hockey presented to the Bar Council of India as part of the Law School’s bid for accreditation
- Carole Gibbs and Kirstin Marks (Learning and Teaching Unit) published Mapping the Roadmap: using action research to develop an online referencing tool in the Journal of Academic Librarinesship

Learning & Teaching Support

- Over 60 videos created in support of teaching and research
- 24 videos created for the Library staff video competition – winning videos How to Open the Compactus (most likes on Facebook) and Mapping your Question (students’ choice)
- Videos created for Governance and Citizenship in Australia course had over 5,500 views
- Pam Good travelled to Hong Kong for academic induction and student orientation programs at Hong Kong Baptist University
- 387 curriculum and assignment help sessions delivered to 11,236 students
- Appointments with 545 students and 547 staff

Research Training & Support

- Collection of Research Outputs (CRO) online submission and harvesting system launched
- Research Outputs Repository discovery service launched
- UniSA Data Access portal made publicly available
- 69 Research Education Support Activities (RESA) sessions delivered to 590 staff and students
- 2,550 appointments with researchers
- ORCID identifiers created for over 110 academics
- Library Research Guides viewed over 120,000 times

Information Resources & Technology

- Over 2.9 million journal articles and 1.7 million ebook chapters downloaded
- New Library website launched in February
- Database A-Z titles and subjects list integrated into Library Catalogue
- New interface for UniSA Archival Collections launched highlighting Bob Hawke, Dr Basil Hetzel, Alexander Downer and Rosemary Crowlely collections
- UniSA Students App launched in time for O-Week – new versions released incorporated Library study room bookings and email
- Single sign-on with LearnOnline activated
- Single sign-on to all electronic resources and catalogue services from student and staff portals activated
- First Australian library to implement Real Time Acquisitions with YBP Library Services

Facilities & Infrastructure

- Relegation projects completed at Magill and City East – over 90,000 volumes removed to make way for collaborative teaching spaces
- Collaborative teaching space opened at Magill and construction commenced at City East
- 63,445 study room bookings totaling 115,629 hours – May busiest with 8,225 bookings
- Levels 1-3 of the Jeffrey Smart Building now open 24 hours. Level 6 made a quiet floor and Law students given sole access to the Practice Room
- Sydney Ball gift launched at Mawson Lakes
- New Sir Eric Neal display panels installed at Mawson Lakes

Other Activities

- Hosted visiting academic Professor Penny Bealle, Reader Services Librarian at Suffolk County Community College, New York.
- Mawson Lakes hosted a range of Unitopia stress relief activities organised by USASA
- Whyalla hosted an ‘R U Ok Mental Health’ community event
- Additional material for the Alexander Downer Collection received from National Archives and Downer family
- Completed the Copyright Agency compliance survey