MONASH UNIVERSITY MALAYSIA LIBRARY

ANNUAL REPORT 2019

Library & Learning Commons

7

Contents

1. Foreword

As I write this annual report, it is appropriate to acknowledge the novel coronavirus pandemic which has swept across Malaysia and the world, having a far-reaching impact on communities beyond the spread of the disease, travel bans and lockdown measures to curb the virus outbreak. COVID-19 has created extraordinary challenges and new opportunities for higher education institutions, including Monash University Malaysia, which moved classes fully online in a matter of days, re-packaged teaching content, maximised digital technology to increase student engagement, and adapted the delivery of resources and services 'from home' to continue to best meet campus needs. The Library and Learning Commons, with its substantial online resources, services and tools, has been central to this effort. The sweeping disruptions caused by the pandemic may yet again lead academic libraries to further transform the way in which we deliver to our academic communities.

Given the unprecedented circumstances in which the campus currently operates, thinking back to the year 2019 and reflecting on the Library's achievements, seems like another age. Still the year 2019 was one of continuous progress and successes, and produced excellent outcomes for the Library. The changing university landscape fuelled the urge for staff to relentlessly upskill and work more efficiently, more collaboratively and in more innovative ways. This was evidenced in the Library's contribution to the campus transformation agenda:

- Weeding initiatives across campuses to ensure relevance and maximise use of space,
- Renewal of physical and digital environments for enhanced user experience,
- Continued skills building and engagement in design thinking, active learning and e-learning,
- Expansion of Library-led workshops in the Monash Doctoral Program,
- Experimentation with new areas of specialised research support,
- Inaugural Library exhibition showcasing the University's groundbreaking research.

We have revisited the format of the report, making it more concise, while providing key highlights which we hope capture the Library's achievements and impact in a visually engaging manner. I invite you to read about the Library's stories and successes.

As social distancing has become the order of the moment, I also hope that the Annual Report provides a meaningful way to connect with the Monash Malaysia community.
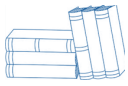
Warm regards,

Isabelle Eula
Director, Library and Learning Commons

2. Fast Facts

This section encompasses the Library and Learning Commons (LLC) and the Clinical School Library (CSL).

Collections

Print
69,160
-15%

Electronic*
1,655,888
17%

*MUAL annual report 2018

Total Loans
20,529
5%

E-resources accesses
724,881
29%

Library visits and enquiries

Visits
1,074,126
-6%

Enquiries
5,143
35%

LibCal bookings
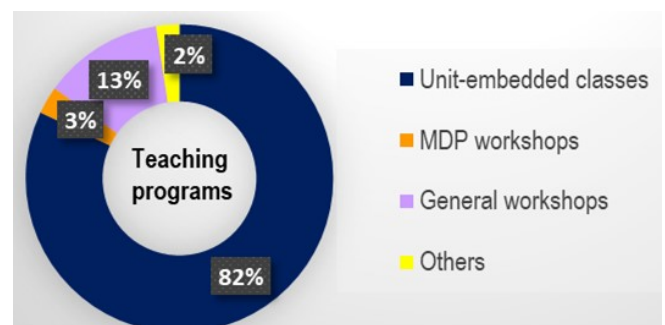13,528
57%

Research and Learning

415 by appointment consultations (510 students)
-42%

94 by drop-in consultations (109 students)
84%

412 teaching programs (9,876 students)
8%

3. Relevant information resources

Enhance the relevance of Monash collections

For the past three years, the Library has pursued the systematic assessment and analysis of its print collections at both campuses to ensure alignment with the University's education and research priorities. This massive effort continued to monopolise staff from Information Resources, Information Services and Clinical School Library throughout the year 2019. The project led to the weeding of 8,947 library materials, resulting in a reduced print collection of 67,509 print items that was more strategically focused and relevant, while concurrently the Library acquired the latest editions of prescribed readings to better meet teaching and learning requirements.

Collection Highlights area, Level 1

"The new Collection Highlights space is good. It is easier for us to get updates on new books."

(Monash academic)

An underlying objective of the Library's weeding strategies was the rationalisation of the collection stacks, in view of Monash collection growth anticipated for the next 5 years. This resulted in the reallocation of the serials collection, the creation of closed storage of less used material available by request, and the repurposing of vacated shelves to expand the Quiet Zone.

Newly expanded Quiet Zone, Level 2

"I really appreciate the personal alert from library staff when an item arrives. Keep up the good work!"

(Monash academic)

4. Conducive learning and research environments

Repurpose and enhance the physical environment

As collaborations with Schools steadily increased, so have the number of Library classes and workshops, placing additional pressure on already heavily utilised spaces. In addition, the traditional set of the Library teaching spaces hindered the full implementation of active and group learning. Two spaces were identified for refurbishment, with the aim to embrace the University's active learning transformation agenda and comply with the latest IT/AV standards.

Library Seminar Room

The refurbishment of this teaching space was one of the beneficiary projects endorsed by the campus Active Learning Task Force (ALTF). The proposed layout drew on the design recommendations, pedagogical advice and technical input proposed by the ALTF working party, comprised of various campus stakeholders. The renovation work, which commenced on 21 March 2019, was completed on time on 23 May 2019. The new seminar room offers a contemporary look and feel, in line with Monash active learning design principles, supported by high-end technologies and a much improved acoustics.
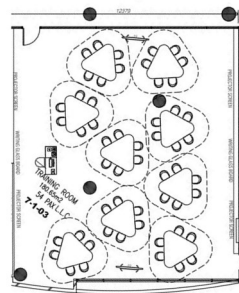

"The Library seminar room had a great makeover, it is a great facility for collaborative work."

(Monash student)

"This is a good simulation! In my first year I was in Monash Clayton, and it has the same type of [space] as well which creates a more comfortable learning space for everyone."
(Monash student)

Library Training Room

The transformation project was undertaken to foster active and group learning and increase student engagement in class discussions. The new design meets the campus audio-visual and acoustics standards and aligns with the University's *"Bring Your Own Device"* strategy. The Library, in collaboration with Facilities Management, installed a prototype to test the proposed design. The prototype trial ran from 22 October to 8 November 2019, during which students and staff were invited to try out the installation, share their views on the layout and answer a survey to identify areas of enhancement. The mock-up was well received, with over 70% responses rated as 'Strongly Agree' and 'Agree' for all survey questions. The refurbishment work commenced in December 2019, with completion and hand-over on 17 March 2020.

5. Capacity building for learning and research

Enable learning, research and employability skills development

E-learning resources

Library staff, under the guidance of the Digital Learning and Teaching team in Australia designed and developed several online tutorials to raise awareness about library services and to increase student engagement with learning. These modules are the first of a series of resources that will be made available to the community in the coming year:

- Finding Books in the Library (Captivate)
- Library 360° Virtual Tour
- MGW1010 Moodle Book
- Travelogues of a Library Book (Vyond)

Encourage effective research data practice

Research support

In view of the profound changes affecting the University's research ecosystem, the Library continuously evolves to advance and respond to the needs of the Monash research community. Taking heed of the positive reception by graduate students of the workshops provided through the Monash Doctoral Program (MDP), the Library developed and added two new courses to its MDP offering:

- Academic Writing for Impact
- Understanding Research Impact to Maximise Researcher Profile.

Drawing on the results of the Research Data Management survey 2018, the Library identified several new areas of contribution to support research. Through participation in the Evidence-Based Practice Institute, online courses and intensive peer learning, Library staff demonstrated their capacity and readiness to deliver programs in highly specialised areas such as research metrics, systematic review and data science. The pilot programs will be used as a springboard to fully implement the Research Services unit by the end of 2020.

COME TO THE ORCID 2019 CAMPAIGN

Register and join us at the Library for a hands-on session on ORCID

TIME	DATE	LOCATION
2.00pm - 5.00pm	6 November 2019	Library Seminar Room 7-2-03

REGISTER HERE
http://rebrand.ly/ORCID2019

Library staff will be at hand to walk you through and assist with your Orcid account setup and to respond to your questions on why the Orcid (Open Researcher and Contributor ID) matters! We recommend that you bring your own device (BYOD) to facilitate registration.

"I like the hands-on activities in this MDP - Writing Literature Review workshop - they were engaging and helped to reinforce the concepts taught."

(Monash student)

"*Being new to the University, this [Academic Writing] class really helped me understand what expectations I need to meet while submitting any writing or papers."*

(Monash student)

6. Enhanced Monash University reputation

## Maximise impact of Monash research

The Library curated and delivered its inaugural exhibition on the theme "*Trailblazing Research @ Monash Malaysia*" from 15 October to 1st November 2019. The exhibition showcased a collection of high-impact research outputs by Monash Malaysia researchers, providing a unique glimpse of the University's ground breaking research in business, social sciences, engineering, biomedical science and medicine.

The exhibition opening brought together thought leaders and experts in the field of education and industry to share their perspectives on the Malaysian innovation ecosystem, its challenges and its opportunities. The event attracted over 280 visitors from the University and general public.

The exhibition works and video clips are available at: https://www.monash.edu.my/library/collections/exhibitions

Monash academic staff showcase their research.
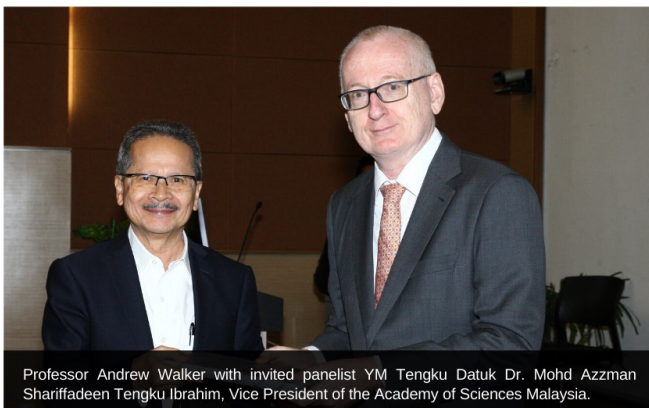
Professor Andrew Walker with invited panelist YM Tengku Datuk Dr. Mohd Azzman Shariffadeen Tengku Ibrahim, Vice President of the Academy of Sciences Malaysia.

Professor Mahendhiran Nair briefs the press about the exhibition during the launch.

"This event is an excellent effort in condensing research into accessible, exciting and engaging format."
Professor Andrew Walker
President and Pro-Vice Chancellor

"This exhibition illustrates how the broad ecosystem that connects universities, government and research institutes can drive fundamental research but also unleash translational research and development."
Professor Mahendiran Nair
Vice-President (Research and Development)

7. Promote our value to stakeholders

Pilot for enhanced hours and space access

Striving to continuously enhance the student experience, the Library piloted the provision of extended learning spaces and opening hours between July and November 2019. Through the pilot, a capacity of 540 seats was made available beyond the Library's normal opening hours. The usage statistics suggested students' strong preference for the Learning Commons and Level 3 Expansion. Drawing on the pilot data and positive feedback from students, the Library recommended the permanent implementation of the extended hours and access to learning spaces from 2020 onwards.

"Continue the 12 am/ 2am extended hours. This is a great initiative; it is really helpful for students who are really engaged in learning. Even though I am a final student, in final semester at the Malaysian campus, I do believe this initiative will benefit Monashians."

(Monash student)

Library User Survey

Monash University Australia conducted its biennial Insync survey across all Monash campuses in September 2019, inviting students to rate key statements considered essential to the success of the Library. The Library recorded an overall score of 75.0%, an increase of 4.3% since the survey 2017, providing a good measure of confidence on the Library's performance and on the improvements achieved since the last survey.

The survey analysis identified several opportunities for improvement, in response to which the Library provided a coordinated action plan, in particular for areas of shared responsibility with Information Technology, Facilities Management and Student Life. The Library response plan can be viewed at:
https://www.monash.edu.my/library/about/reports/library-user-survey

8. Our enablers

Build a contemporary workforce

Creating change together

Library Management conducted a comprehensive review of Information Services (IS) between April and October 2019 in response to the accelerated decline of transactional services, which was due to a combination of automation, changing user behaviours and shrinking print collections in the Monash e-preferred environment. Library staff had the opportunity to participate in town halls, self-reflective activities and brainstorming sessions to help them reframe IS functions around three key areas: user experience, user services and collection management.

The identified initiatives were supported by a comprehensive development program to sustain staff engagement with change, including Monash in-house training, peer learning, on-the-job learning and opportunities for staff mobility. By November 2019, two IS staff transferred to other Library's units, where they now support higher-order thinking activities and services. Staff upskilling and re-skilling remains central to the Library's strategies designed to retain relevance while providing opportunities for growth inside the Library.

"I must say the Library staff is very friendly. I always get 100% help regarding my questions."

(Monash student)

"Love the [interlibrary loan] service! I am a frequent and active user, so I can even return books at the Clinical School Library. Excellent! Thank you."

(Monash student)

Recognise library staff

Every year, the University celebrates and recognises Monash staff who have given their time and dedication to the institution for a continuous period of 10 years or more. On 6 December 2019, Sossamma K.T. George, Senior Research Data Manager, was presented with the 10-Year Long Service Award by Professor Andrew Walker, President and Pro Vice-Chancellor.

Library Management also acknowledged the contribution of two colleagues who retired during the year:

- Purusothaman A/L N. Karuppiah, Senior Library Skills Adviser
  (March 2019)
- Annette Wilson, Liaison Librarian to the School of Business
  (November 2019)

Demonstrate our library leadership

RSD initiative 2016-2019

At the end of December 2015, the RSD framework (RSD) was adopted by Monash University Malaysia as a campus strategy. Recognising the potential of the RSD framework as a pedagogical tool to guide students' research skill development in curriculum and assessment design, the RSD was articulated in the Education Strategic Plans 2016-2018 and 2018-2020.

During this period, the RSD was introduced at discipline level across 27 units, building staff knowledge and skills in RSD use and reaching a total of 91 academic and professional staff. Through dissemination at campus level, the Library engaged with a total of 27,228 students. The RSD initiative sparked interest from academic institutions in the region, leading to facilitated workshops, invited papers at international conferences and to a peer-reviewed book chapter to be published in July 2020.

Participants from the University and the region, RSD Master Class by Dr. John Willison.
Monash University Malaysia, 31 May 2017.

"RSD has been a good framework for year 3 students to foster their research skills and develop their higher order critical thinking. I strongly encourage my other colleagues to also adopt this RSD framework in their units."

(Monash academic)

MUM and MUA presenters, I-MELT 2017, (International Conference on Models of Engaged Learning and Teaching). Adelaide, 11-13 December 2017.

RSD showcase: Mocktails, Cocktails and RSD Tales.
Monash University Malaysia, 31 May 2018.

The Library contributed a comprehensive report which highlights the RSD adoption and dissemination phases, milestones, key accomplishments and impact between 2016 and 2019. The report is available at: https://www.monash.edu.my/data/assets/pdf_file/0003/2170335/rsd-initiative-report.pdf

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