MONASH University | MALAYSIA

MONASH UNIVERSITY MALAYSIA LIBRARY

ANNUAL REPORT 2017

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OUR VISION

Underpinned by Monash University Malaysia's pursuit of excellence as a premier research intensive institution committed to nurturing visionary, responsible and effective leaders, the Library plays a key role in enriching student experience and employability by strengthening education, research and capability.

OUR MISSION

The Library contributes to the vision of the University as a premier research intensive institution by providing outstanding information resources, services and learning spaces, research and learning skills development, scholarly communication and innovative use of technology.
The Library is committed to delivering authentic Monash quality experience and to enabling students and staff to achieve their education and research goals.
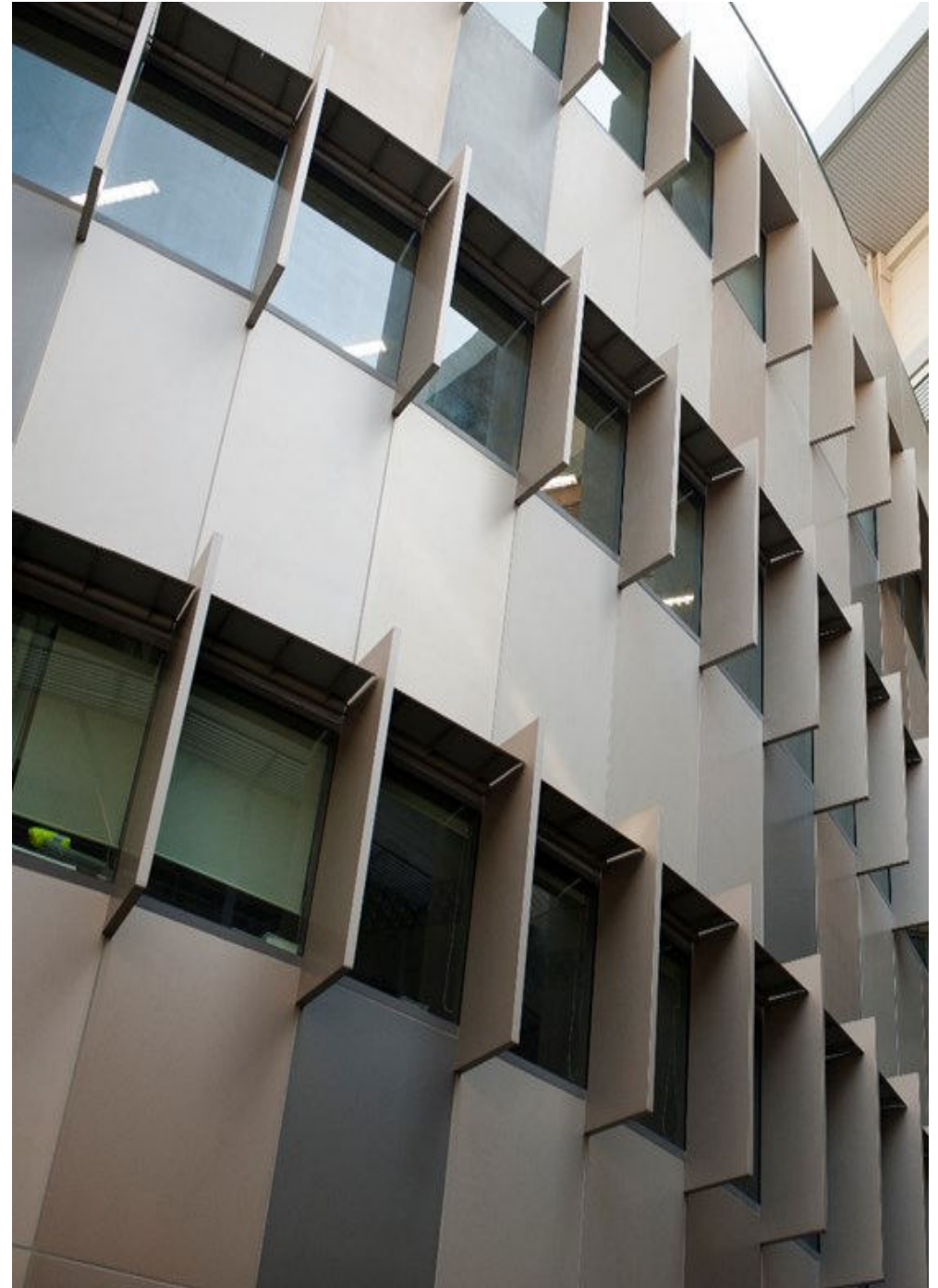
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INTRODUCTION

With the end of 2017 marking the conclusion of the Library Strategic Plan 2015-2017, the Library's 2017 Annual Report provides a timely opportunity to reflect on the ambitious objectives set in 2014 to reinvent Library programs and learning spaces, and position itself as a recognized player in education and research.

Four years on, as I take stock of our accomplishments, I am delighted that the Library achieved the goals articulated in the eight key strategic areas of the Plan: infrastructure and processes, collections, teaching role and impact, research data practices, user experience and space transformation, partnerships, organisational capacity and institutional recognition. Strategic opportunities for professional development and growth underpinned staff engagement with change, yielding increased professionalism, performance and accountability.

Not only did the Library secure the financial and staffing resources needed to support its strategies, it also and more importantly, gained institutional recognition for its role in education and research.

The year 2017 has largely been a continuum of the previous years, where wide-ranging challenges, opportunities and improvements abounded in the Library's physical and virtual spaces in response to pedagogical changes, technological advances and users' ever-evolving needs. This constantly evolving paradigm led to further redefine the Library's provision of learning spaces, delivery approaches and engagement models with the academic and research community.

The 2017 Annual Report highlights the Library's major achievements and contribution towards the University's goals and aspirations. I wish to thank Monash Malaysia's Library staff for their individual and collective leadership and continued willingness to take risks in unchartered territories.

Isabelle Eula
Director, Library and Learning Commons
Monash University Malaysia

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MAJOR ACHIEVEMENTS

TRANSFORMING THE PHYSICAL LIBRARY ENVIRONMENT

The Library and Learning Commons, at the Sunway campus, pursued its physical transformation to enhance students' educational experience at the University. By strategically re-purposing under-utilised learning spaces, we increased the Library's total capacity to 1200 seats, improved access to computing facilities (215 computers) and diversified student learning opportunities.
Key achievements include:
- Refurbishment and expansion of the Library Training Room
- Creation of two designated laptop zones in the Learning Commons
- Expansion of the Quiet Zone and making Level 2 a dedicated quiet floor

At the Johor Bahru campus, despite the temporary shortage of on-site supervision, the Clinical School Library made significant headway towards providing students with quality experience on-par with that of the Sunway campus. Progress includes:
- Evaluation and weeding of the clinical collections resulting in a physical collection more relevant
  and pertinent to Monash Malaysia's education and research priorities;
- Development of the Library building brief and design specifications in collaboration with Facilities
  Management and its subsequent relocation plan to Monash 1.
The year 2017 ended on a high note with construction work well underway and with the recruitment of a seasoned Clinical School Liaison who commenced work at the Clinical School in March 2018.

Through strategic re-purposing of the library learning spaces, we increased its total capacity to 1200 seats.

PARTNERING WITH ACADEMIC STAFF TO DEVELOP RESEARCH SKILLS

On the Library's educational front, the formal incorporation of Learning Skills Advisers in January 2017 proved instrumental to advance the Library's holistic approach to skill development and further disseminate the Research Skill Development (RSD) framework. Working in integrated teams and leveraging shared developmental opportunities, librarians and learning skills advisers have gained greater traction with the Schools through stewardship and training in the use of the RSD to make research skills more explicit in the curriculum.

While exemplars of RSD applications involved select RSD champions within 3 Schools, they illustrate the potential of the RSD as a powerful tool for unit enhancement and assessment design. They also underscore the impact of the Library - School collaborations as a shared responsibility to embed students' research skills within disciplinary content.

The Library's ongoing collaboration with Monash University Australia Library (MUAL) continues to play a significant role in building staff capability and advancing the implementation of the RSD across the curriculum, a key initiative articulated in the Campus Education Strategic Plan, of which 70% of the research and learning skill development programs were in-curricular.

2017 achievements and developmental opportunities include:
- RSD Project Charter and Implementation Schedule.
- RSD Governance: RSD Steering Committee, RSD Adoption and Dissemination Committee.
- RSD workshop and clinics, Johor Bahru campus, 15-16 March 2017.
- RSD Master Class and workshops, Sunway campus, 30 May-1st June 2017.
  The series of interactive workshops were led by Dr John Willison (University of Adelaide), jointly with Monash Australia Library's RSD experts and Monash Malaysia's library staff. A delegation of RMIT Vietnam, currently exploring the application of the RSD in curriculum enhancement, participated in the workshops.
- Development of RSD CEED module on "*Embedding research skills to invigorate curricula*" to be offered in semester two, 2018.

STRENGTHENING GRADUATE EDUCATION AND EMPLOYABILITY SKILLS

In 2017, the Library directed considerable resources to enable graduate students and early career researchers in capability development. The Library was actively involved in the University's Graduate Researcher Development (GRD) Program, designing and developing 6 workshops, 4 of which were delivered between August to October 2017, as part of the Monash Doctoral Program (MDP).

In addition, the Library was involved in the planning phase and development of MUM Summer School (Research Methods) including a two-hour library workshop on the theme 'Developing a successful publishing strategy and understanding researcher impact to maximize research profile'. The workshop was delivered early March 2018 as part of a broader workshop "The Road to High Impact Publications".

EMBRACING INNOVATIVE TEACHING PRACTICES

As a key partner in the University's implementation of the Better Teaching, Better Learning (BTBL) agenda, the Library contributed to the introduction of blended learning activities that align pedagogical objectives. Leveraging Monash Australia Library's expertise in digital learning, and adopting a peer-to-peer learning approach, several Research and Learning staff participated in a year-long e-learning/ blended learning developmental course. The course was aimed at imparting staff with the knowledge and skills necessary to produce effective e-learning tutorials that actively engage students with learning. Project activities encompassed brainstorming, mind mapping, storyboarding, prototyping and training in Captivate software. The outcomes of the course included the creation of an *"Orientation virtual tour"* and of a self-pace interactive tutorial *"Finding books in the library"*, both of which will provide students with just-in-time resources to facilitate their transition to university and cater for diverse learning styles. The two projects, completed in December 2017, will be launched at the start of semester one, 2018.

ENABLING EFFECTIVE RESEARCH PRACTICES

Recognizing the need and opportunity to take an active role in Monash's research ecosystem, aligned with Monash Australia Library's strategic objectives, the Library redefined its model of engagement with the research community by leveraging traditional library skills in order to seize new opportunities. Following the creation of a research data support role in December 2016, the Library launched its research data management (RDM) and scholarly communication service in January 2017. The service includes the promotion of good practices in research data management through the provision of workshops, presentations and individual consultations, training researchers in the use of platforms and tools including adoption of ORCID and use of Figshare, advice on open access business models and requirements and building Library staff capability in RDM. This is a thriving area ripe for development and collaboration with Monash Malaysia's research community to increase the impact of Monash's research. 2017 highlights include:

- Establishment of RDM operational plans 2017 and 2018-2020.
- Collaboration with Campus Research Management and School Research Offices to promote good practice approaches that increase research impact.
- Direct engagement with ECR, HDR and PhD students.
- Planning and facilitation of campus events: Data Day 2017@LLC, MUAL talk on "Research Data and Enterprise Systems" and RDM workshop: Maximising Impact through Managed Data for Monash Graduate Researchers.

RDM is a thriving area ripe for development and collaboration with Monash Malaysia's research community to increase the impact of Monash's research.

MALAYSIA FOCUS LIBRARY PLAN 2018-2020
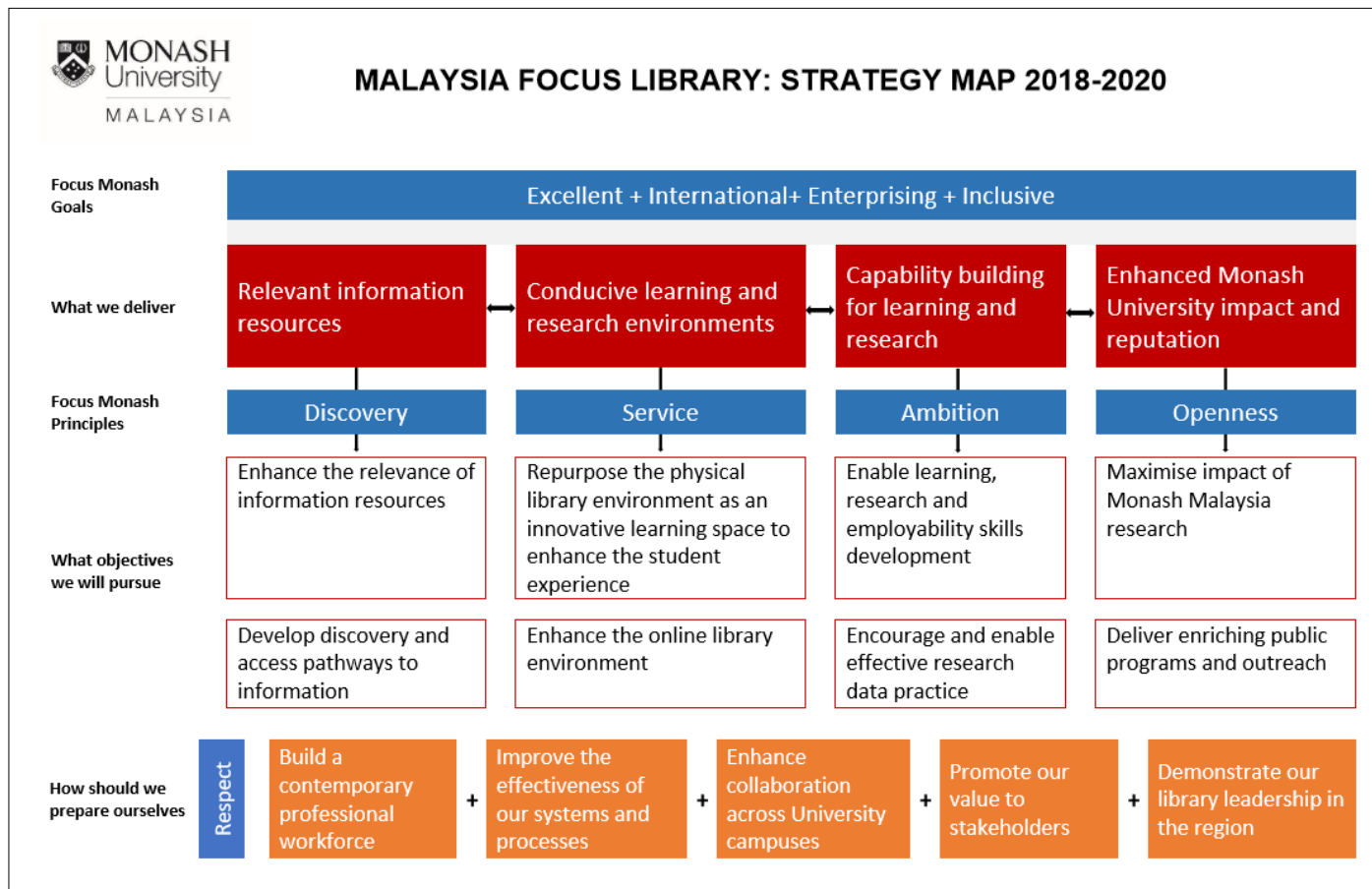
Drawing on the expertise of Monash University Australia Library, we adopted a new strategy mapping approach to planning which resulted in the Library Strategic Plan 2018-2020. *Malaysia Focus Library Plan* was developed over a four-month period from June 2017 to September 2017. The exercise involved extensive consultation with Monash University Malaysia and Monash University Australia staff.

Malaysia Focus Library Plan articulates the Library's role and outlines priority areas of focus for the following three years, together with the enablers underpinning the realization of the plan. The plan also identifies new performance metrics to evidence the Library's achievements and contribution to the University's objectives. It was presented to Monash Malaysia's President and Pro-Vice Chancellor in October 2017, and subsequently tabled for dissemination through the Senior Management Group in January 2018.

MALAYSIA FOCUS LIBRARY: STRATEGY MAP 2018-2020

Focus Monash Goals	Excellent + International+ Enterprising + Inclusive			
What we deliver	Relevant information resources	Conducive learning and research environments	Capability building for learning and research	Enhanced Monash University impact and reputation
Focus Monash Principles	Discovery	Service	Ambition	Openness
What objectives we will pursue	Enhance the relevance of information resources	Repurpose the physical library environment as an innovative learning space to enhance the student experience	Enable learning, research and employability skills development	Maximise impact of Monash Malaysia research
	Develop discovery and access pathways to information	Enhance the online library environment	Encourage and enable effective research data practice	Deliver enriching public programs and outreach
How should we prepare ourselves	Respect — Build a contemporary professional workforce	+ Improve the effectiveness of our systems and processes	+ Enhance collaboration across University campuses	+ Promote our value to stakeholders + Demonstrate our library leadership in the region

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FAST FACTS

COLLECTIONS

Total Collections 1,501,013 +7%

Print 79,441 -4%

Audio visuals 2348 -65%

Electronic (MUAL) 1,419,224 +7.7%

E-Books 1,297,708 +8.2%

Serials 119,337 +2.6%

Databases 2,719 +13.8%

LOANS & ENQUIRIES

Total loans and renewals 29,051 -10%

Enquiries 8,723 +420%

In 2017, the data was captured throughout the opening hours whereas in 2016, it was only captured from 9:00am to 5:00pm, which explains the steep increase in enquiries.

LIBRARY USAGE

Entries 1,396,784 -24%

The decrease in the number of entries reflects the creation and availability of new informal learning spaces across the campus.

SEATING CAPACITY 1,206 +34%

RESEARCH AND LEARNING SKILLS

Consultations 631 +42%

Engagement with students and academics through consultations totalled 355 contact hours.

Orientation and Inductions 60 -5%

The decrease in face-to-face orientations reflects the Library's deliberate move to blended delivery approaches in alignment with the Better Teaching, Better Learning agenda. This resulted in the creation of new e-learning resources scheduled for launch in the first semester of 2018. A total of 3128 students participated in orientation and induction programs.

Research Skills Programs 274 +62%

In-curriculum Programs 204 +70%

Research skills programs and in-curriculum programs continued to rise as a result of effective partnerships with academic staff across the Schools. The Research Skill Development (RSD) framework underpins the Library's skills development programs and resources. A total of 7258 students participated in research skills programs and in-curriculum programs.

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OUR CONTRIBUTION

MANAGING COLLECTIONS FOR RELEVANCE AND DISCOVERY

The Library leveraged best practices in collection management to pursue the systematic assessment and evaluation of the Library collections at the Sunway campus. This major project, identified as a key strategic initiative for 2017, monopolized Information Resources and Information Services staff between March and November 2017.

The project resulted in 7,000 weeded library materials, bringing the physical collection down to 82,000 items, and making it more relevant to Monash Malaysia's education and research priorities.

Similarly, the Library discontinued the subscription to print journals that were either accessible online or showing low usage, redirecting the financial gain to support outsourced processing services.

The 2017 metrics confirm Monash Malaysia's preference and adoption of e-books (+39%) against print books (-33%). Both the continuous streamlining of the Library's acquisition processes and automation of collection profiles have accelerated the shift towards e-format in 2017.
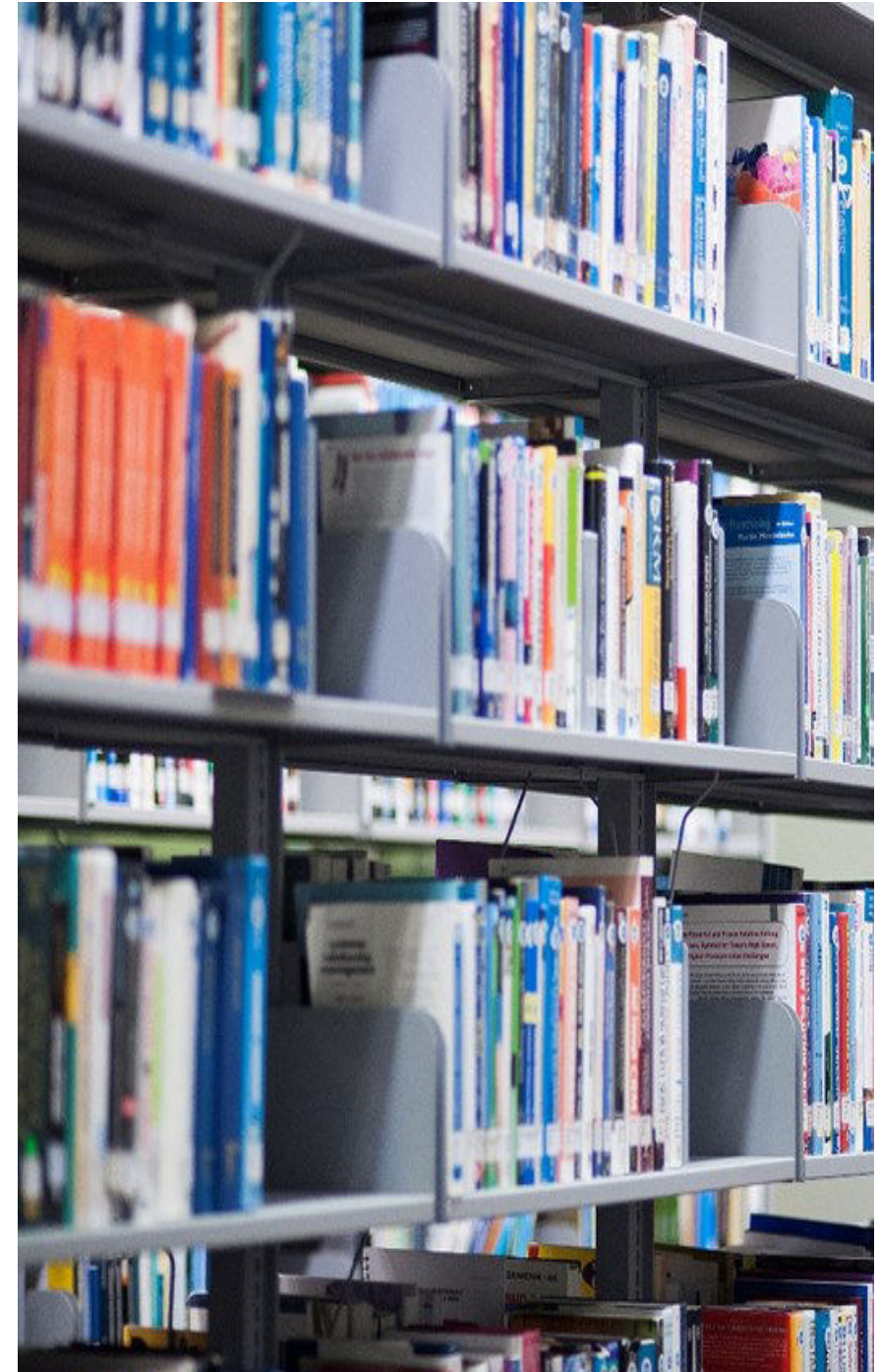
SUSTAINING SOCIAL MEDIA PRESENCE

The Library launched its Facebook page in February 2017. The platform provides up-to-date information on the Library's programs and resources as well as useful tips for research assignments. At end of December, the Library Facebook counted 294 followers with 17184 views.

ENHANCING THE LIBRARY WEBSITE

The Library took active part in the second phase of the University's web migration project, which aimed to improve user experience across the Monash Malaysia digital space and to provide a consistent web experience across all devices, including mobile devices heavily used by Monash students. Prior to the migration to the Squiz Matrix CMS, 207 pages of library content were revised. The project was successfully completed in September 2017.

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IMPROVING THE USER EXPERIENCE

LIBRARY SEAT HOGGING CAMPAIGN

In an effort to curb rampant seat hogging practices, the Library launched the "*Park Yourself, Not Your Bags*" campaign in May 2017 to coincide with the start of the SWOT-examination period. The campaign was heavily promoted through print and digital communication, via social media and through campus committees. During the campaign, the library staff placed a fictional "Parking ticket" on study tables left unattended for more than 30 minutes.

The Library conducted a user survey in August 2017 to gauge the effectiveness of the campaign and gather additional feedback from students. The survey recommendations largely focused on increasing study seats, both in the Library and around the campus, followed by policy enforcement by Security personnel and user education. It is anticipated that the refurbishment work which commenced in December 2017, alongside the opening of a new Informal learning space at Level 4, will reduce the pressure on the Library and help turn around seat hogging practices at Monash Malaysia.

Reservation Denied

Park Yourself, Not Your Bags

Help make LLC a better study place

Say NO to seat hogging

Join the campaign
http://www.lib.monash.edu.my/about/glance/director-spotlight

Follow us on Facebook
/monash.malaysia.library

RESPONDING TO STUDENTS' FEEDBACK

The biennial Library User Survey was conducted from 4 September to 17 September 2017 across all Monash campuses. The survey generated responses from 344 students in Malaysia, a slight increase from the previous survey conducted in 2015. Of the 344 survey respondents, 50.6% provided qualitative comments; of these, 76.5% were domestic students and 23.5% were international students. A total of 88.3% of the respondents were undergraduate students

The survey comments were analyzed and responses were quantified into theme clusters and best practice categories on communication, service delivery, facilities and equipment, and information resources. Information Resources was the strongest category followed by communication. In the Facilities and Equipment category, students consistently cited the need for a better study environment, increased seating capacity in the Library, flexible learning spaces and provision of extended library hours.

Areas of concerns raised by students were similar to the findings of the I-Graduate Survey 2017 conducted between April and June 2017:

- Increase library seating capacity to cater to population growth.
- Increase the number of, and upgrade, discussion rooms.
- Provide access to study space past LLC hours.
- Extend library opening hours on week-ends.
- Provide 24/7 access in the Library.
- Improve Library computer maintenance.

The Library worked closely with ITS and FMD Directors to develop a coordinated response and action plan which will be implemented between January and June 2018, including the addition of 80 seats, the creation of 6 discussion rooms and the refurbishment of the Library's seminar room to support active learning.

WHAT USERS SAID

'A big thank you to Monash Library for taking into account students' suggestions! '
(Undergraduate student, SoB)

'[The Library] has improved tremendously from 2010 the time when I was still a student. I have always been a great fan of the Library as it is the main source of my research and also knowledge now that I am in the working world. That is also the reason I subscribe to the Library membership.' (MUM Alumnus)

'Thank you for all the support that LLC provided to postgraduate students and MUPA over the past few years.'
(MUPA President 2017)

'Thank you very much for the literature review workshop. I spoke with the students after the workshop - they found it very helpful and beneficial in helping them write up their literature review. I observed that they were very engaged during the session and asked you quite a number of good questions. I get very worried when they remain silent. Thanks again. I look forward to the next workshop.'
(Academic staff, SoE)

'Very helpful for my future research assignment, this should be taught to students from first year onward. As I am in my 4th year I wish that I knew about this resource sooner! '
(Undergraduate, SoS)

'The information research skill workshop was really clear and it will be beneficial in future.'
(Undergraduate student, SoB)

'[I] learnt more than I expected! And learnt more about the online library resources which I never knew existed! '(Postgraduate)

'I like that the "recommendation for purchase" form is now online, very convenient.' (Undergraduate student, SoB)

'I would like to express my heartfelt gratitude as you have been an integral part of the success of MUSA 2017 and an important support system for my team and I. With your help and guidance, MUSA 2017 has been able to implement long-term policies, organise major initiatives … effectively communicate students' concerns and suggestions to enhance the student experience of our campus.' (MUSA President 2017)

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UNIVERSITY PARTNERSHIPS AND COLLABORATIONS

LIBRARY PARTNERS IN INNOVATION

Following the footsteps of Monash Australia, the Malaysian campus overhauled its access card and print services in 2017. Monash Malaysia Library played an active role in the implementation of the M-PASS program through representation in the M-PASS Steering Committee. The project was a major University initiative of the Library in close collaboration with Human Resources, Information Technology Services, Student Services and Security. The program roll-out was successfully completed in June 2017.

DEMONSTRATING LIBRARY LEADERSHIP

Library staff have made a significant contribution to the profession by hosting and facilitating library events and professional development programs and enabling collection donation projects, locally and in the region.

LIBRARY INFORMATION DAY 2017

Information Day's *Empowering staff and Enhancing Services: Our stories* focused on professional development with Library staff showcasing their projects with colleagues within the Library, or sharing their individual or collaborative journey of learning. Invited keynote speaker, Dr. Vicki Williamson, University Library Dean at the University of Saskatchewan (2006-2016), embarked staff in an inspiring talk on "*Conversation about engaging with change*". Drawing on her journey through leadership at the helm of large research libraries in Canada and Australia, Williamson's presentation revolved around three pillars – change, engagement and leadership 'from where we stand' – to building individual and organizational capacity.

LIBRARY MEMBERSHIP IN CAMPUS COMMITTEES

Campus Education Committee
Campus Graduate Research Committee
Campus Research Committee
Education and Facilities Technology Group
Library and Learning Commons Committee

Monash Gender Diversity Task Force
Monash Intercampus Partnership Library Group
Monash Professional Staff Development Task Force
Monash Senior Management Group
Monash Talent Management Task Force

RESEARCH SKILL DEVELOPMENT (RSD) WORKSHOPS

Under the patronage of the Campus Education Committee, the Library planned and hosted its second series of RSD workshops from 30 May-1st June 2017.
The interactive workshops were co-facilitated by Dr John Willison (University of Adelaide) jointly with Monash Australia Library's RSD experts and Monash Malaysia's library staff.
The three-day event enabled fruitful conversations among academic staff, librarians and learning skills advisers on the foundational skills students need to engage successfully with undergraduate coursework and into research.
Willison's Master Class provided participants with an opportunity to experience adapted versions of the RSD, known as "*Models of Engaged Teaching and Learning*", underlying the organic development of the RSD and the influence of our cultural contexts and institutional drivers.
A delegation of RMIT Vietnam, currently exploring the application of the RSD in curriculum enhancement, participated in the workshops.

BRIDGING ACADEMIC EXCELLENCE ACROSS THE HIMALAYAS

In August 2017, Monash Malaysia Library donated 1,000 academic books to the Royal Thimphu College (RTC) Library, Thimphu, Bhutan. This outreach project, initiated by LLC Director, was part of the Library's strategy to bring its physical collection up-to-date and relevant to Monash's education and research priorities. The six month-project involved 19 Library staff in evaluating, selecting, withdrawing, de-processing and packing library materials. Collaboration with RTC is set to continue in 2018.
Other significant events included:
Monash Malaysia-Sunway University Library Professional Development Seminar.
Research Data and Enterprise Systems" talk, by David Groenewegen, Director of Research (MUAL).
RDM workshop: Maximising Impact through Managed Data For Monash Graduate Researchers.

Library and Learning Commons, MUM

Royal Thimpu College (RTC) Library, Bhutan

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OUR STAFF

KEY APPOINTMENTS

Given the University's commitment to excellence in education and innovation, it is becoming increasingly critical for the Library to recruit qualified and nimble staff, versed in tertiary teaching, educational design, research support and digital librarianship, and to bring a combination of skills and experience that meet the aspirations of Monash University Malaysia.

The following appointments in 2017 advanced the Library's strategies and plans.
- Learning Skills Adviser (May 2017)
- Liaison Librarian, School of Pharmacy (May 2017)
- Information Services Assistant (October 2017)
- Senior Manager Research and Learning (December 2017)

STAFF RECOGNITION

Esmael Yahya, Learning Skills Adviser, received special commendation by Professor Susan Elliott, Deputy Vice-Chancellor and Vice-President (Education) for his contribution to the success of Unit ENV1800 - Environmental Science: A Southeast Asian perspective at the Monash Malaysia campus, delivered in Semester 2, 2017. The unit, which achieved an overall satisfaction score of 4.73 out of five, was recognised as one of the top 6.7% of all Monash units conducted during Semester 2, 2017.

Research and Learning Team

PUBLICATIONS AND PRESENTATIONS BY LIBRARY STAFF

Ahmad, R. (2017, February). *Library automation*. Library Information Day 2017, Monash University Malaysia, Malaysia.

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