

LIBRARY IMPACT STATEMENT

2025



ACKNOWLEDGEMENT OF COUNTRY

Flinders University Library acknowledges the Traditional Owners and Custodians of the lands on which its campuses are located; these are the Traditional Lands of the Arrernte, Dagoman, First Nations of the South East, First Peoples of the River Murray & Mallee region, Jawoyn, Kurna, Larrakia, Ngadjuri, Ngarrindjeri, Ramindjeri, Warumungu, Wardaman and Yolngu people. We honour their Elders past, present and emerging.



Artwork and selected visual elements
featured throughout this publication are by
Lawson Dodd

LEADERSHIP & COMMUNITY VOICE



SENIOR EXECUTIVE TEAM

The past year has been one of consolidation, momentum and deliberate focus for the Library. In 2025, we strengthened our role as a trusted partner in student success, research excellence and the stewardship of knowledge.

This was reflected in sustained growth in demand, with over 900,000 Library visits and increased student enquiries. This growth was matched by strong performance in satisfaction and service quality, with the Library ranked #1 in the Improving Flinders Services Survey for the seventh consecutive year.

A key priority has been the renewal of our physical and digital environments. Guided by student feedback, we have invested in inclusive spaces that support study and collaboration, while improving access to digital resources and services.

We have also strengthened our contribution to research through support for scholarly communication, data management and publishing, alongside continued investment in collections, systems and infrastructure.

Ongoing investment in governance, systems and workforce capability ensures the Library remains resilient and well positioned for the future. I acknowledge the professionalism and dedication of Library staff, whose expertise underpins the impact reflected in this statement.

Prashant Pandey
Director, Library Services

GUIDING THE LIBRARY'S DIRECTION

The **University Library Advisory Committee (ULAC)** provides independent advice that strengthens the Library's direction and ensures alignment with the University teaching, research and engagement priorities.

In 2025, the Library acknowledged the retirement of ULAC Deputy Chair Simon Brennan, recognising his contribution to advisory engagement and academic partnership.

It has been a privilege to be deputy chair of the ULAC. Our Library proactively supports the key functions of a vibrant university in teaching, research and service to the community. The Library continues to adapt how it delivers this support as technology evolves. ULAC plays a key role in providing insights and feedback to help our Library staff evolve its support in practical and valuable ways."

Simon Brennan
Chief Research Development Officer



SIMON BRENNAN

2025 ATAG

More students are using the Library, accessing more resources, and utilising more services than ever before.



Learning and capability



Reach and engagement

15K+

students reached through Orientation and Open Day engagement

\$2M+

saved by students on textbook loans through the Library

6K+

students supported through search and digital skills development

1650+

students supported through AI learning sessions



FLINDERS



Demand and usage

5.2M+

use of online resources
(ebooks, journals and search
tools)

1.7M

eBook use

911K+

Visits (+18% YoY)

14.8K+

student interactions



Performance and reputation

#1

ranked service for seven
consecutive years in the
*Improving Flinders Services
Survey*

Top 25%

overall satisfaction in the
*National Library Satisfaction
Survey*

+50

student recommendation score
(Net Promoter Score)

3rd

consecutive year receiving a
Flinders Reconciliation Award



EMPOWERING TEACHING & LEARNING

Equipping students with the skills, resources and digital tools needed to succeed in their studies.

In 2025, the Library strengthened student learning by improving access to resources, embedding skills into teaching and supporting effective use of artificial intelligence. These initiatives helped students find, evaluate and use information with confidence across all stages of study.

Greater access to learning resources

In 2025, approximately 13,000 students avoided spending up to **\$2 million** by using Library provided textbooks instead of purchasing them.

The Library also launched a new open textbook through the Council of Australian University Librarians (CAUL) Open Educational Resources Collective. The resource delivers free, evidence based content to health students and saves an estimated **\$96,000 annually** by replacing a commercial textbook.

Improving discovery

Finding and accessing scholarly material became faster and more intuitive through AI-supported discovery tools. Enhancements to findit@flinders, including **Primo Research Assistant**, enable students to explore topics using everyday language and find relevant information more quickly.

AI functionality was also introduced in key databases such as ProQuest and JSTOR. The Library supported students and staff with guidance and resources to help them navigate and use these tools effectively.

Supporting students at key transition points

Learning support was tailored for students entering university through international and Indigenous pathway programs. Working with the **Foundation Studies (Indigenous) program at Yitpi Yartapuultiku in Port Adelaide**, hands-on workshops helped students develop confidence in finding and evaluating academic sources.

Study Bootcamp, delivered in partnership with Student Learning Support Service and International Student Services, provided intensive workshops on academic writing, literature searching and ethical use of AI during mid semester breaks.



Building student capability through Study Bootcamp



6000+

students supported through workshops and self-paced resources, in partnership with academic staff

228

students participated in Study Bootcamp workshops

300+

international pathway students supported

Embedding Indigenous voices and perspectives

Embedding Indigenous voices into course readings supports inclusive, culturally informed learning. The Library contributes to this through the Online Content service, which includes the option to source Indigenous-authored materials.

In 2025, 11 topics benefited from embedding Indigenous perspectives into course readings. We also collaborated to embed Indigenous Knowledge into the University's first Rural, Regional and Remote topic, supporting culturally safe, reflective and community-informed approaches to practice.

Supporting the launch of Flinders Online

Working closely with teaching staff, the Library supported access to required, high-quality readings for fully online students from the start of study.

By prioritising electronic textbooks, identifying licensing risks early, and sourcing online-ready alternatives where needed, the Library removed barriers to access and supported a smoother, more inclusive learning experience for students, regardless of location.

ADVANCING RESEARCH IMPACT

Supporting researchers to discover, publish and share their work globally.

The Library partners with researchers across the full research lifecycle, from discovery and data management to publishing and global visibility. In 2025, this support strengthened research quality, expanded open access, and increased the visibility and impact of Flinders research globally.

Stronger research visibility and discovery

Researchers and Higher Degree Research (HDR) students received specialist support to navigate complex literature, strengthen research strategies, and improve the quality of research outputs. Over **700 research enquiries** were actioned in 2025, reflecting strong demand for specialist expertise in areas such as systematic reviews and publishing.

Stronger research data and impact

In 2025, research aligned with the United Nations Sustainable Development Goals (SDGs) became more visible, with summaries added to researcher profiles in the University's research system.

Improvements to data quality in major research databases such as Scopus have enhanced the accuracy of research information and the data underpinning **global university rankings**.

Improved data governance and records management practices have strengthened the quality, integrity and security of institutional data, supporting more reliable reporting and decision-making.

Stronger open access and global reach

Through Read and Publish agreements, the Library enabled more research to be published openly without cost barriers, increasing the visibility of Flinders research worldwide. This support contributed to more than **\$2.3M** in waived publishing fees in 2025, helping remove cost barriers to publishing.

During **Open Access Week**, the Library's Open Access panel also engaged more than **140 researchers and staff** in discussion on access, ownership and the impact of artificial intelligence in research.



Engaging researchers and staff through Open Access Week events

Research impact at a glance

Visibility & reach

8K+

research outputs made visible and discoverable

38K+

research datasets accessed globally

89%

of researcher profiles linked to ORCID, strengthening visibility

Open access & publishing

\$2.3M

saved in publishing fees

420+ ↑

articles published open access without cost to researchers

172 ↑

researchers supported in their publishing journey

Capability & data practices

200+

researchers supported through training

\$97K+

saved in centralising the research reporting claims process

280+

research data plans developed



Opie, the Library's 3D-printed Open Access Week mascot



Open Access Week panel discussion on access, ownership and AI in research

EXPANDING ACCESS

Supporting students and researchers beyond metropolitan campuses.

In 2025, the Library broadened access to expertise and resources for students and researchers outside metropolitan campuses. This was delivered through a coordinated model, in partnership across Library and University support teams, combining targeted in-person engagement with scalable online delivery. Regional visits strengthened local relationships, while ongoing online delivery ensured support continued beyond each visit.



Strengthening local connections

In-person engagement in Darwin, Renmark and Mount Gambier built connections with students, academics and local support teams, improving understanding of local needs.

Embedding a hybrid model of support

These connections extended beyond campus locations, with ongoing online workshops, consultations and tailored support ensuring students and researchers remained connected to Library expertise regardless of location or mode of study.

Improving access to resources

Targeted promotion of collections and services, including QR-enabled access points, made it easier for students to discover and use Library resources regardless of location.



Photos:

Supporting students at the Northern Territory Medical Program

Building connections with students and staff during regional visits

Providing one-on-one support to students in regional locations

Delivering in-person workshops to support student learning

Guided by the **Library's Regional, Rural and Remote (RRR) Framework 2024–2027**, which outlines priorities for equitable access, cultural respect and collaboration with communities.



“Congratulations... this is a wonderful expression of the intent of the Rural, Regional and Remote (RRR) Strategy...”

I look forward to seeing this in action for our students based in regional, rural and remote areas.”

Pro Vice-Chancellor (Curriculum Impact)

“Thank you so much for visiting our rural sites.”

Rural Student Support and Progress Coordinator

90

students, researchers, academics and staff engaged during visits

14

library-run workshops and pop-ups

270+

regional students supported through online inductions

Looking ahead

Insights from this work are shaping a more sustainable approach to engagement, strengthening access for students and researchers beyond metropolitan campuses.

This approach complements the Library's broader teaching and learning support, ensuring students can access the same level of support wherever they study.

BUILDING COMMUNITY

Connecting people through events, exhibitions and shared experiences.

The Library is more than a place to study. In 2025, it strengthened its role as a visible and active part of campus life, creating opportunities to connect through programs, exhibitions and shared experiences.



Hosting author talks and community events in the Library



Bringing students and staff together through shared reading and discussion



Welcoming students during Orientation and campus events

Book Club and reading culture

With support from the University's Thriving @ Flinders program, the Library launched its first Book Club series, bringing local authors and academics into the Library for conversations about literature, storytelling and contemporary ideas.

Three sessions created opportunities for students and staff to connect through shared reading and discussion, building a sense of community across campuses. The success of the series has laid the foundation for an expanded program in 2026.

"Loved this. I am currently working in a building where some days I never see anyone; this is what campus life could be, should be. And I met new people and potential academic contacts."

Event participant

The Library also expanded its Read and Return collection, making recreational reading more accessible across Library branches. The collection supports informal use of Library spaces and encourages reading beyond coursework through flexible borrowing.

Welcoming students into Library spaces

The Library played a central role in Orientation and Open Days, helping students build confidence using Library spaces, services and resources from the start of their studies. Across campuses, students engaged with Library tours, introductory sessions and AI-focused workshops, alongside informal interactions at stalls and events.

Exhibitions and engagement

Exhibitions and displays across Library branches brought research, history and culture into everyday campus spaces.



Opening of **Matthew Flinders: Fearless in Life, Love, and Tragedy**. Photo: Traci Klarenbeek

A highlight was the **Matthew Flinders: Fearless in Life, Love and Tragedy** exhibition at the City Campus, delivered in partnership with the History Trust of South Australia. Drawing on the Library's Special Collections, the exhibition featured rare artefacts including Flinders' original coffin plate, displayed in Australia for the first time.

Across campuses, curated displays marked events such as NAIDOC Week, Reconciliation Week, OzAsia and Adelaide Fringe, encouraging discovery and reflection.

Recognition and inclusive spaces

The Library was recognised for its contribution to inclusion and cultural respect with a **Reconciliation Action Plan Award**, for initiatives that support culturally safe and inclusive spaces for Aboriginal and Torres Strait Islander students, including Kaurna language signage and inclusive design elements across Library branches.



Receiving a RAP Award for inclusion and cultural respect

Sector engagement

Library staff contributed to national and international forums, strengthening professional networks and showcasing Flinders' work in areas such as artificial intelligence, scholarly communication and library innovation.

International engagement was strengthened through a visit from **Dr Sanjay Kataria**, University Librarian at Bennett University, as part of a broader study tour of Australian universities. The visit supported the establishment of a formal Memorandum of Understanding, creating a foundation for ongoing collaboration and knowledge exchange.



Engaging with sector partners and visiting delegations

People behind the experience

Student Library Officers play a key role in creating a welcoming and supportive environment across all campuses.



Student Library Officers supporting a welcoming campus environment

In 2025, **17 Student Library Officers** provided front-line support, helping fellow students navigate services, find resources and feel confident using the space. Their presence strengthens connection and approachability.

BUILDING AI CAPABILITY

AI is embedded into Library services, improving how staff support students.

Building staff capability

A structured AI in Professional Practice program combined pilots, hands-on sessions and peer learning, with more than:

100+ staff attendances across AI capability sessions, strengthening confidence in applying AI in day-to-day work.

This work progressed into piloting AI-enabled workflows and emerging approaches, including AI agents, in partnership with Information and Digital Services.

Shapping and applying AI in practice

Staff presented at forums including Clarivate ANZ, ALIA Information Online, and THETA, contributing to sector discussions and sharing practical approaches to safe and effective AI use.



Building staff capability through AI professional development programs

STRENGTHENING CORPORATE RECORDS

Improving information management across the University to support compliance and informed decision-making.

Implemented University-wide

Records practices were embedded across the University through updated guidance, mandatory training and collaboration with Corporate Services and Information and Digital Services.

Policy renewal and long-term retention planning reduced risk and strengthened how records are managed.

This work has strengthened the reliability of institutional information, supporting more confident reporting and decisions.



Digitising and managing institutional records across the University

LOOKING FORWARD

As Flinders continues to grow and evolve, the Library will focus on expanding equitable access to knowledge, strengthening research partnerships, and creating welcoming environments for learning, collaboration and discovery.

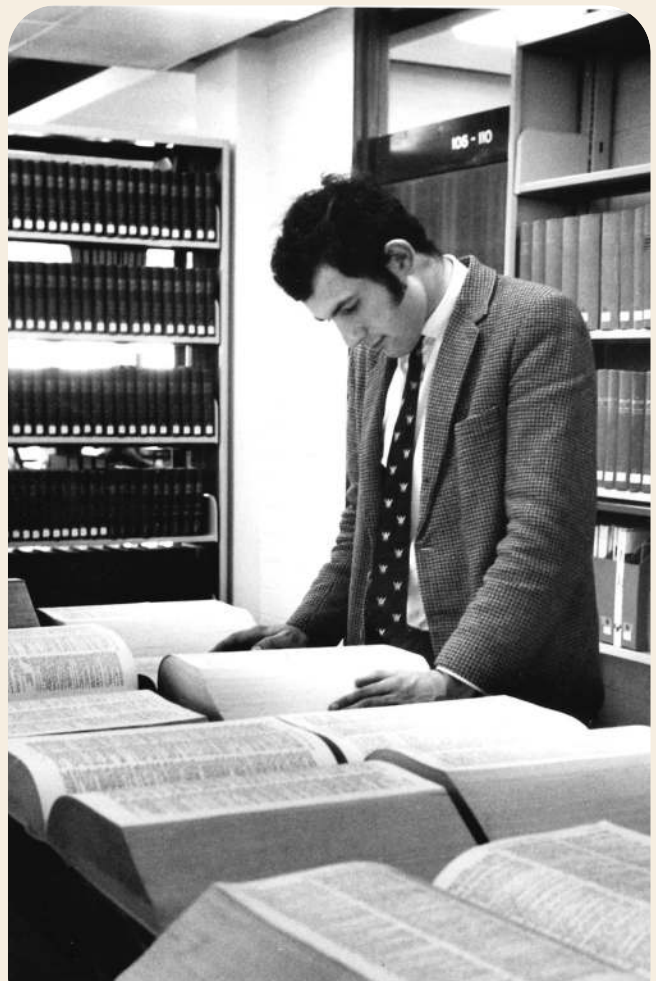
- **Access beyond campus:** Hybrid services will expand access for regional, rural and remote communities.
- **Future-ready spaces:** Ongoing renewal and planning across spaces to support evolving needs for study and collaboration.
- **Digital capabilities:** Continue exploring emerging technologies that support learning and research, including AI-enabled tools.
- **Community and culture:** Foster connection, inclusion and a vibrant campus culture through well-being initiatives.

60 years of Flinders University

In 2026, the Library will celebrate 60 years of service, marking a long-standing commitment to supporting learning and research while continuing to adapt to the needs of future generations.



Library spaces supporting generations of students



Supporting research and learning across generations




Developing Library spaces to support future learning



Your Library supporting learning and research since 1966

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