

# Division of Library Services 2020



3.04 Million  
Primo Searches



3.57 Million  
ebook chapters



2.7 Million  
article downloads



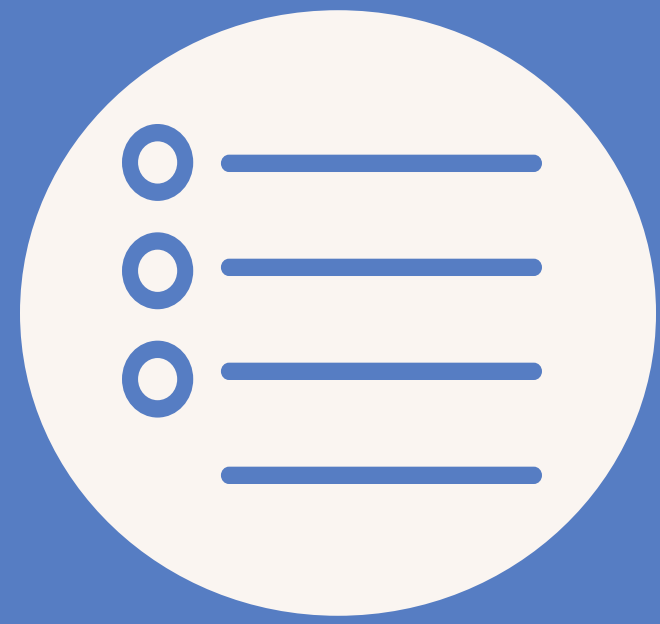
749,987 visits to  
Library webpages



8,918 Online  
Chat sessions



39,163  
Educational  
videos accessed



550 Leganto lists  
created with  
12021 citations



413 eTextbooks  
purchased



32,508 Loans  
& Renewals



7252 Loans  
sent to home  
addresses



684 Researcher  
Profiles and ORCID  
consultations



116 Scanned  
readings replaced  
with eBooks



71 training sessions  
to 513 Staff and  
HDR students



17,259 views of  
our Legal  
Referencing tool

## Achievements:

Digitised over 6400 print chapters and articles to support student online learning

Scholarship of Teaching & Learning supported with scholarly activity fields in CRO, guides for academic staff and peer review of librarians' teaching

Alma and CRO workflow improvement projects completed

eTextbook project - over 400 print textbooks upgraded to eBooks to improve accessibility

Implemented Rialto integrated eBook marketplace

Researcher Support - redeveloped web resources to aid discovery of our self-service options

Enhanced discoverability and ease of access to electronic resources in Primo through direct link to PDF and search result optimisation

Successful implemented of Dynamics CRM for student enquiries

Created of new training module for researchers on avoiding predatory publishers

Implemented the VitalSource eBook platform as one of the first adopters in tertiary education

Created new A-Z Database website



Access to 43,545  
'try before you  
buy' eBooks



42,419 views of  
our 63 skills  
videos



637 Classes to  
38,786 Students



12,129 Client  
enquiries