UX for researchers at ACU

Our response to user feedback

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UX for Researchers at ACU- outline

Where have we been?
Need for change
Response to change
and feedback
Where to from here?
Where have we been

ACU

Images of ACU campus and library areas are shown.
Researcher Profile

Has increased but still small percentage of the staff

Higher Degree by Research students a small subset of the student population (76% undergraduate)

90% Domestic students

2/3 Female

Mostly part-time
Service to Researchers

- Responsive
- Personal

Succeed@ACULibrary
Research Intensification

New Deputy Vice Chancellor (Research)
New researchers
New Research Institutes

End goal- to improve in Excellence in Research Australia results
Mission accomplished!
Organisational Review 2015

• Level and type of support could be improved

• Higher level requirements for researchers and research students and further training and resourcing was needed.

“That the Library reviews the business model to ensure that it is well-placed and able to provide high-level support and services, which is commensurate to the requirements of the Research Institutes and researchers.”
Insync feedback - Good

Research focused academic staff, Melbourne 2014

“very helpful staff. Provide good support to my new research staff. Very helpful with literature searches.”

Research and teaching staff, Strathfield 2014

“The service at ACU Strathfield is far better than the service I have encountered at Fisher Library (University of Sydney) and even more helpful than the librarians at the College of Fine Arts library at UNSW.”

PhD Candidate 2014

“As an external PhD Candidate, I find the library services invaluable. Staff are helpful and always looking for a solution… I am grateful for their support.”
Insync Feedback- Bad

PhD Student Brisbane

“Please increase the library hours. It can be open 24 hours rather than closing down at 11pm. There are many students that can benefit from this…”

PhD Student Melbourne

“I find that the ebook resources are not quite as good as some other universities I have attended …However the library is easy to use and the staff are very helpful. “

PhD Student Sydney

“Require more quiet self study areas “
Insync feedback - Ugly

“As a PhD candidate, I don't think the library staff really understand my needs or are helpful in any way.”

PhD student 2016
Research Services Team

2015-2016
Expanded Research Support team with a stronger Research Support role

2016
Environmental Scan as part of a review of services

2016-2017
Clarifying our services through website, promotional material, libguides and social media
Research Services

General competency:
• All Library staff AWARENESS
• Senior Lib Technicians

Specialised competency:
• LARS Senior Librarians/Managers

OUTREACH

Specialised Support Competency:
• Library Research Service Team
  Research Bank

LIBRARY STAFF SUPPORT
Library Academic and Research Support

Liaison Librarian role was abolished

Team based approach to supporting academics and researchers

Managers national role with a focus on faculties and affiliated research institutes
Outcomes of change

• Increased engagement

• Increase in impact support

• Increase in Research Data enquiries
Thank you!

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