



LIBRARY INSIGHTS

ISSUE 2
NOVEMBER 2019



Welcome Pete Maggs – Director of Library Services.

I'm very pleased to have recently joined Western Sydney University as it marks its 30th anniversary - and am excited to be working with the Library team, along with many other colleagues from across the University and beyond.

Immediately before starting here at Western Sydney, I was Director of Library and Learning Development at Lancaster University in the north west of England. It was an institution that, similar to Western, sought to deliver world-class teaching and research, strong local engagement and to contribute fully on the issues and debates of the day and future.

I'm very conscious that the library service here at Western Sydney is in a strong position having recently been rated #1 in the country for both client and staff satisfaction surveys, which is a fantastic achievement. I'm also very keen to hear peoples' views on how the Library could develop even further in the future. I'm sure many service users will have thoughts on what works particularly well, what could perhaps be done differently and what other areas we could engage with.

As a library we must continue to be committed to being user-focused, digitally driven and able to demonstrate value, taking a dynamic approach to service delivery, engagement and collaboration - with our focus always on ensuring a deep understanding of the needs of our users.

The changing nature of information management and provision presents both opportunities and tests for university libraries. It's now more important than ever that we engage proactively across the University and with the wider sector, to enable us to identify best practice, focus on innovation and continual improvement and to be able to measure our performance effectively.

Pete Maggs
Director of Library Services



WESTERN SYDNEY UNIVERSITY LIBRARY NEWSLETTER

WELCOME PETE MAGGS, DIRECTOR OF LIBRARY SERVICES	1
ACADEMIC SKILLS DEVELOPMENT FOR STUDENT RETENTION	2
HELPING STUDENTS SLAY THEIR REFERENCING DEMONS WITH REFQUEST	3
PEPPER THE ROBOT	4
GET YOUR ACADEMIC READING LISTS ORGANISED FOR UPCOMING SESSIONS	4
RIA HAMBLETT, RESEARCH ENGAGEMENT COORDINATOR, OUTREACH	5
QUALITY AUDIT	5
RESBAZ 2019	6
BRAIN BREAKS	8
OUT AND ABOUT	10
INSIGHTS INTO THE LIBRARY ACADEMIC LITERACY TEAM	12



Academic skills development for student retention.

The Library's Study Smart Zones are home to popular literacy services for students.

The Library's Study Smart Zones provide students with a friendly, face-to-face academic literacy service, staffed by our Librarians, MESH Advisors and Study Smart Officers. The Study Smart Officers help students develop their academic writing and study skills. Students can join the online queues and see an Officer at their preferred campus library.

Use of the service is clearly associated with improved student outcomes, both in academic performance and retention. For example, commencing, undergraduate students using Study Smart in 2018 enjoyed a 12.3% higher retention rate compared to the University average for that cohort.

This year the Library has expanded the Study Smart service to include an Academic Skills Development Program. This program aims to help improve student retention by working with students to develop their foundational academic skills and consists of up to three tailored one-hour sessions with an experienced Study Smart Advisor.

If a student requires help developing a particular skill, they can be referred to this program. Both academic and professional staff can use the online referral form to refer students to the **academic skills development program**.

In the [Academic Skills Development Program](#), Advisors hold appointments with students

on the student's preferred campus.

The value of this new program can be reflected in student feedback. The service has received overwhelmingly positive comments from students.

These include:

- feeling more encouraged,
- having a better understanding of processes,
- feeling more empowered to become independent learners, and
- generally gaining more enjoyment from academic study.

One student commented that she had been ready to drop out, but that after her consultation with an Advisor she felt more

confident to continue on with her academic journey. As one of our Study Smart Advisors, Lisa Worthington, attests, "This service really does have the capacity to change students' study experiences and outcomes, and potentially their future careers."

Another Advisor, Katharine Hawkins, adds that what has impacted her most in her work as an Advisor is "the significance of providing academic assistance and feedback to students who aren't necessarily struggling, but rather providing a way of 'checking in' for students who have concerns about their studies before they are at risk".

Katharine acknowledges the importance of academic staff referring struggling students

to the service, but additionally cites the value of this service as helping identify and address learning challenges before they escalate into bigger problems.

If you have a student who needs assistance with academic reading or writing, academic integrity, or who is just stressed with "doing uni", please use the online [referral form](#), which can also be accessed on the [Information for Academic Staff](#) page on the Library Study Smart website.

Every referred student receives up to three one-hour consultations with a professional Literacy Advisor, and more if required. Help your students to study smarter by referring them to Study Smart today.



Helping students slay their referencing demons with RefQuest.

Release your referencing demons and get on board the best referencing game around.

Students and staff are needed to put their referencing skills into action because 'ghouls, gremlins, orcs and other terrible creatures have attacked the library and claimed several precious books'.

The Library has collaborated with Digital Futures (DFT) to re-imagine our referencing card game as an online game for students called RefQuest.

The [RefQuest](#) landing page explains the Quest challenge and active learning pedagogy behind the game.

Developed from the Great Referencing Game which the Library created as an in-class activity to develop students Harvard WesternSydU referencing skills, RefQuest is a new online gamification learning experience. This Spring semester the game has been trialled in a number of units and vUWS sites across SoBus, SCEM and SS&P.

Thanks to everyone at Digital Futures, the Library and school staff that have contributed to making the game as awesome as it is.

The game was launched with monsters and much applause at Open Day in August. Thanks to Rich Media and DFT for producing this wonderful [RefQuest](#) promo video.

For more information contact [Paul Jewell](#) at the Library or [Andrew Komoder](#) at Digital Futures.

Note: At the moment RefQuest is solely based on Harvard WesternSydU style.



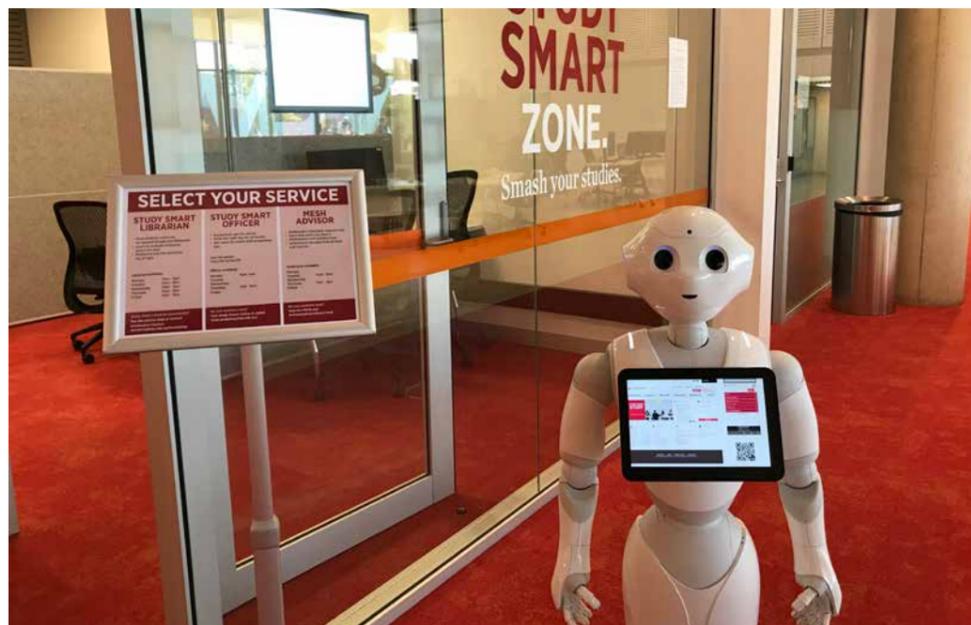
CONTACT YOUR SCHOOL LIBRARIAN
westernsydney.edu.au/school-librarians

Pepper the robot.

As part of a research project originating in the School of Business, Pepper was greeting students on the ground floor of the Kingswood Library during August to investigate how a robot might complement the Library's service desk.

Pepper is a semi-humanoid robot designed with the ability to read emotions and understand human speech. Pepper can express non-verbal communication through physical movement of its robotic limbs and can answer questions in natural language via a variety of engagement modes.

Created as a research and educational tool for schools, colleges and universities to teach programming in human-robot interactions, Pepper is not poised to replace our amazing Library staff. Instead, Pepper was intended to add some spark to the ground floor, generally have fun with people and to handle the



most common directional and predictable questions. It is hoped that the insights gained from this trial will contribute to the development of future human-robot interactions within a university library setting.

The Library is grateful to Dr Omar Mubin (Senior Lecturer, Human-Centred Computing & Human-Computer Interaction, Computing & ICT) and Dr Aila Khan (Senior Lecturer, Hospitality, Marketing and Sport) for providing this

opportunity to trial Pepper in the Library and to collaborate in designing a library-specific human-robot interaction.

Get your academic reading lists organised for upcoming sessions.

ReadingsDirect is the Library team that creates the Readings & Resources lists available to students within the vUWS platform. The lists provide quick access to reading materials for students while also managing copyright compliance.

To provide a consistent message to students, lists are created from the Learning Guide which are published through the Learning Guide management system (LGMS).

To ensure course reading lists are updated in vUWS and available for teaching in week 1 of session, the Library must receive Learning Guides via the LGMS, at least 2-3 weeks prior to the start of session.

For more information visit the 'Submit Learning Resources' page on the Library website: <https://library.westernsydney.edu.au/main/lrsubmission>



Introducing Ria Hamblett, new in the Library Research Team.

In May this year I took on a new role within the Library, moving from the Client Services team to become the Research Engagement Coordinator, Outreach. I thought I would take this opportunity to introduce myself, and provide a brief overview of how things operate and who is responsible for what within the Library's Research Engagement team.

My role is primarily outward facing: engaging with the wider University to ensure adequate training and promotion of the Library's research services. I coordinate with the School Librarians on their activities around research related topics, and my aim is to ensure that they are well equipped with comprehensive and appropriate resources for supporting Western's researchers.

There are many different facets to this role: the last few months have flown by as I have immersed myself in the strange and complex universe of scholarly publishing; the intrigues of research data and the intricacies of corralling it in a cohesive and enduring data management plan; the unlimited possibilities of software carpentries within eResearch and much more.

I particularly enjoy the opportunity of connecting with other divisions within the University, ensuring we are collaborating effectively in our support of Western's Research endeavours. I work closely with teams from REDI Data and REDI Grants, and I am currently participating in the Our People Securing Success working group for research. I am looking forward to meeting more of our Research Directors and Researchers within the Schools and Institutes.

Within the Library, I work closely with other members of the Research Engagement team who process all of the University's publications into our institutional repository, ResearchDirect, which then syncs through to the Researcher Portal. The team assesses all publications against ERA guidelines to ascertain whether or not they meet the ERA's definition of research, and ensures that all the relevant metadata is captured accurately and comprehensively. The team also coordinates institutional memberships with Open Access publishers, which provide for eligible persons to have their Article Processing Charge (APC) covered by the university when they publish an article in a fully Open Access journal.

The Library achieves a decade of Quality.

Since November 2009 Western Sydney University Library has operated a Quality Management System which complies with the requirements of ISO 9001:2015.

From 4 - 6 November 2019, Auditor Ranjit Singh, from external certification body MSC Global, reviewed our Quality Management System and operations at Penrith, Parramatta and Hawkesbury libraries. At the completion of the audit no non-conformances had been raised and a continuation of certification has been recommended.

Ranjit commented:

"The Library Quality Management system is a very well maintained and implemented system with strong leadership support, a focus on continuous improvement and is very well embedded into Library processes".

Thank you to all Library Staff for the ongoing commitment to continually improve the services we offer our clients.

Pete Maggs
Director of Library Services



My future vision includes a rolling schedule of research related presentations and workshops across all Schools, and I welcome any enquiries in this regard. I am keen to hear what would be most useful and relevant to your School. We offer education and training around strategic scholarly publishing, identifying suitable journals, building an online presence to promote your research, creating a Research Data Management Plan, collecting research metrics and impact data to support your grant and academic promotion applications, the benefits of Open Access.

While I am based at Penrith, I am regularly out and about at other campuses and would welcome the opportunity to meet with you.

Ria Hamblett
Research Engagement Coordinator, Outreach
R.Hamblett@westernsydney.edu.au



#ResBazSyd 2019.

Several Library staff members recently attended an active three days at ResBaz Sydney. Hosted this year by UNSW, ResBaz Sydney is an annual festival and conference for the research community. The atmosphere at ResBaz, short for 'Research Bazaar', definitely embodied a busy and vibrant marketplace. Researchers from all career stages took the opportunity to exchange ideas and knowledge, receive hands on learning about digital research tools and browse industry stalls promoting products and services. There was a genuine buzz around people sharing their research stories and journeys.

In his welcoming address, Luc Betbeder-Matibet, Director of Research Technology Services at UNSW expounded on the bazaar theme and set the tone for the event by explaining that this metaphor is a deliberate philosophy and one of the cornerstones of ResBaz. Gathering at ResBaz this year was a community of researchers, librarians and research support professionals, coming together to discover innovation and explore the next generation digital tools and skills – with a particular focus on the carpentries (foundational coding and data science skills).

ResBaz is run by an organising committee of volunteers from participating universities. Library staff member Ria Hamblett, (Research Engagement Coordinator, Outreach), took an active role on the organising committee. Ria invited and secured the involvement of the popular Western group the "B Lab Coats", who create a conversational podcast that focuses on the journeys of scientists and researchers. Western HDR student Harrison Ng Chok gave a lightning talk titled "Experiences of Registered Nurses with Refugee backgrounds".

Ria commented recently: "This year my goal was to grow more Western ResBaz champions by raising awareness of the value of

the event. So it was very satisfying to see the number of Western attendees rise from 5 last year to 40 in 2019."

Combining a formal workshop program with the freedom of a festival atmosphere, ResBaz struck a chord with its audience through its varied program of events and opportunities to engage with, and be inspired by Research professionals. Each day ResBaz combined workshops, discussion forums, lightning talks, poster presentations and an active 'water cooler' discussion area.

For the first time this year, ResBaz included a dedicated 'Library and Research Support' stream within the program that was facilitated by Liz Stokes from ARDC (Australian Research Data Commons). The key themes for this new program stream were community building, publishing strategies, engagement and impact, research data management using FAIR principles, Open Access and Library carpentries.

Library staff took the opportunity to engage in discussions with their peers from other Universities by exchanging experiences and discussing approaches to common challenges within a rapidly changing industry.

Simply put, ResBaz is a fantastic event and a must for anyone interested or engaged in the Research community. We look forward to seeing you at ResBaz 2020.

Library staff look forward to connecting with our Western research colleagues to continue discussion around eResearch developments and opportunities.

For more information, contact your School Librarian or the Library's Research Engagement Coordinator, Outreach, Ria Hamblett.

Key festival highlights.

Day one:

The keynote address titled "Adopting a Reproducible Workflow" from Danielle Navarro, Associate Professor from UNSW was quoted often during the remainder of the conference. One of the takeaways was to be kind to your future self by making it easy to return to and find your data. Danielle entertained the audience with screen shots of haphazardly named files that could have come from any computer directory, demonstrating that carefully executed file-naming is a 'love letter to your future self'.

Day two:

Keynote speaker Ginny Barbour from AOASG (Australasian Open Access Strategy Group) presented key skills for 21st century researchers. Specifically the multi-faceted benefits of publishing Open Access and the importance of permanent identifiers such as Open Researcher and Contributor ID's and Digital Object Identifiers (ORCID's and DOIs), in the changeable online world.

Western's Associate Professor Ric Lovell (Sport & Exercise Science) spoke about how handling, visualising and querying large data-sets is becoming an essential skill for scientists. He presented a case-study of how the Sport & Exercise Science program at Western has collaborated with Intersect to up-skill its graduate students to better prepare them for their research studies ahead.

Day three:

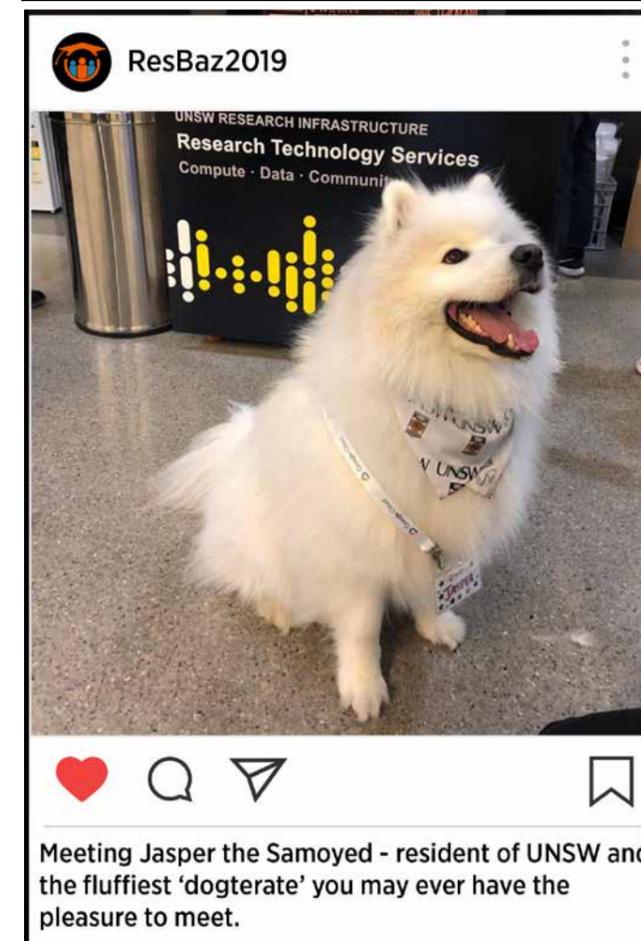
Also from Western, Associate Professor of Digital Humanities, Rachel Hendery, spoke about emerging trends in collaboration and developing research partnerships beyond traditional frameworks. Rachel shared her very interesting journey from traditional linguistics research to her current work in digital humanities.

For the first time this year, ResBaz included a dedicated 'Library and Research Support' stream



L to R: Lara Keys, Leyontyne Dawson-Jones, Ria Hamblett, Paul Jewell.

Other festival highlights.



BRAIN BREAKS at your Library.



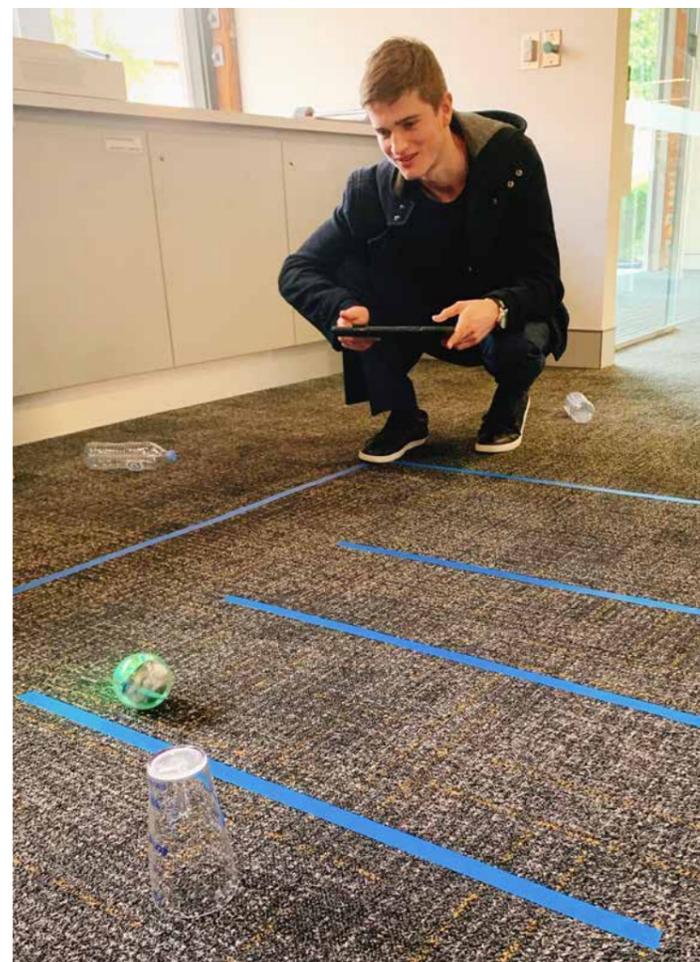
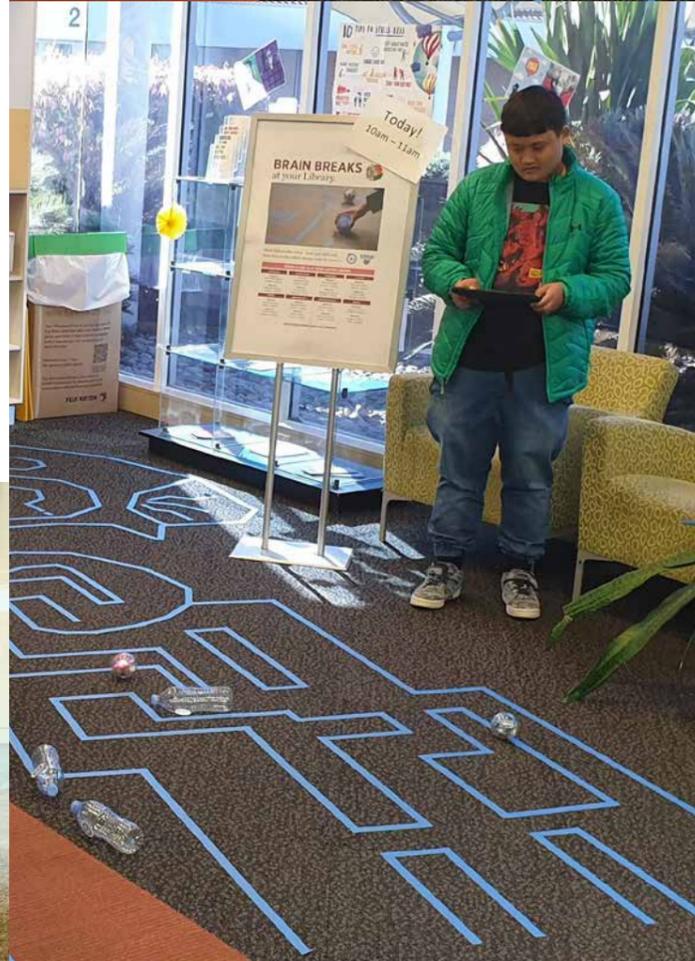
Robot Racing Obstacle Course - Autumn 2019.

The Brain Breaks promotions aim to provide students with the opportunity to take a mental break from study and participate in a fun and often creative activity to refresh and refocus their energy.

There were high levels of engagement from students and staff with the Library 'Brain Breaks' promotion in Autumn. Each campus library created a unique 'robot obstacle course' and invited students to control a Sphero robot via a mobile app.

Students tested their skills navigating the course and knocking over a few skittles while having fun and a few laughs with their peers.

Different Brain Break activities run each session. In Spring session students undertook the Library 8-minute Lego Challenge. See @westsydulibrary on Facebook and Instagram for more.



“
Amazing - good little break from studying.

Relaxing, good way to unwind and focus
at the same time!

Awesome fun, great way to meet new people.”

Student feedback.

“
Hectic (in a positive way)!

Really great enjoyment for taking a break
from study. Would play again.

This is stressing me a bit, LOL.”

Student feedback.



“
Will bring friends next time.

Seriously cool.

Can they be programmed?”

Student feedback.

Sphero+

The Library recently purchased multiple sets of Spheros, that are available for loan to students and staff or for class activities. Ask your Campus Librarian for more information.



The Library: out and about.

Alumni Open Day

Library Client Services Manager, Cheryl Harris attended the inaugural Alumni Open Day event at Parramatta City Campus, on Saturday 18 August. Cheryl's presentation was titled "Your Library, Your Advantage" which complemented the Careers Masterclass and the Startup Small Business workshops.

In the presentation Cheryl outlined the services and resources available to Alumni members, and how these provide an advantage in their current careers, career aspirations or small business ventures. Cheryl commented that attendees were surprised and excited by what the Library offers to Alumni.

National Simultaneous Storytime at Bankstown

On 22 May, we gladly welcomed a group of beautiful and excited children from the Bankstown Campus Early Learning Centre and their wonderful carers. They were here early as proof of their eagerness for the reading activity at the "big library". As they waited, they delighted us with some songs and curious questions.

By 11am we were all ready to read along with children all around Australia, we got started via our online link. This included an Auslan version which delighted the children from the Early Learning Centre. More than a million children read the same book simultaneously across 9,890 locations in Australia.



We are proudly promoting the value of books, reading and literacy and the work of an Australian writer and publisher

Children's Book Week: reading is my secret power



Read about this event and your colleagues' responses on Yammer: <https://www.yammer.com/westernsydney.edu.au/threads/294686983405568>

Leontyne Dawson-Jones – August 23 at 02:48 PM – Edited
A bit for fun on Children's Book Week. The theme this year is "Reading is my Secret Power". We have revealed our secret identities on a wall display, put out copies of the Shortlisted books for the pre-service teachers studying here and also were lucky enough to have the opportunity to share the winning Early Childhood text with the wonderful children at our Early Learning Centre. Thanks to Luisa Nagamine and Vinh Thai and all of the Bankstown staff for their tireless enthusiasm for this project. Who's your secret identity?
<https://cbca.org.au/news/cbca-book-week-2019>

Anne Jamison – August 23 at 09:18 PM from iPhone
What a super follow-up to the simultaneous story time event earlier in the year! It's wonderful to see this strong partnership between the Early Learning Centre at Bankstown and the Library, as well as the nurturing that happens in this space of the joy of shared reading and storytelling. These kinds of community partnerships have an important bearing on creating positive connections between home, work and the Centre. You must have been a great hit with the children today, **Leontyne Dawson-Jones**; my daughter has talked about nothing else this evening except 'the lady from the library' and insisted on pulling out her copy of 'Tricky's Bad Day' for bedtime stories! She was so proud to be able to match up a fun learning activity at daycare with her home life and was intrigued and delighted to recognise the photograph on Yammer. Thank you so much for coordinating this initiative and for sharing!
cc: Luisa Nagamine, Barney Glover, Pamela Squire, Caroline Jones, Lara Keys, Todd Hillsley, Kate Stevens, Suzanne Robinson, Cathy Kaplun, Bill Parasiris, Lauren Tupper, Christa Lam-Cassetari, Lisa Tyson, Kristy Funnell, and 6 others

Cathy Kaplun – August 23 at 09:23 PM from Android
So wonderful to see the enthusiasm of staff children and parents. What amazing people all of you are in developing and supporting this love of reading and learning in such a fun and creative way! Inspirational.
UNLIKE REPLY SHARE
You, Luisa Nagamine, Leontyne Dawson-Jones, and Anne Jamison like this

Kate Stevens in reply to **Anne Jamison** – August 24 at 04:38 PM from iPhone
Thankyou Anne Jamison, Leontyne Dawson-Jones for these ideas, observations. We're working on outreach from BabyLab with many colleagues across Western and in different ways - codename 'Smarty Pants'. We've connected with WSU Early Learning re new campuses and will follow up. Might chat with **Christa Lam-Cassetari** and **Jen Armstrong** about My Secret Power is Reading and possibilities between our units. Thanks!
cc: Leontyne Dawson-Jones, Christa Lam-Cassetari, and Jen Armstrong
UNLIKE REPLY SHARE
You, Luisa Nagamine, Leontyne Dawson-Jones, and Barney Glover like this

Anne Jamison in reply to **Kate Stevens** – August 25 at 09:59 AM from iPhone
Love the codename, Kate! Thank you for this update. Great to know that conversations are happening between BabyLab and our Early Learning Centres, particularly with regard to our new campuses. Keep me posted on any initiatives in the literacy and storytelling space. Keen to support both as a parent and where relevant from the WSRC perspective. If you haven't already done so, **Caroline Allen**, it might be a good idea to do some targeted promotion of the upcoming WSU family literacy day through the campus ELCs. A great way to reach students and staff with young children who might be interested in coming along. The centres could post on the Storypark app, which will communicate directly to families with children in the ELCs. **Dorothea Bowyer** could also promote through the Engaged Parent Network and **Aila Khan** could do the same through the Western Dads project.
cc: Caroline Allen, Dorothea Bowyer, and Aila Khan
LIKE REPLY SHARE
Luisa Nagamine, Leontyne Dawson-Jones, and Aila Khan like this

Caroline Allen – August 26 at 09:36 AM
yes we have **Matt Cosgrove** (WSU Alumni and author of Maca The Alpaca books) and **Tim Harris** (*Mr Bamuckle's Remarkables*) running workshops for kids. There will be students running story time and craft sessions for the little ones. I will email you all the poster - please share!



Open Days

Library staff showcased our world class facilities at the August Open day in Parramatta with back-to-back tours of the Library spaces.

Staff ran the Library and Free Digital Textbooks stalls and were able to engage in meaningful conversations with visitors throughout the day. Parents especially appreciated the Free Digital Textbooks initiative and information made available.



Parents especially appreciated the Free Digital Textbooks initiative



ANZTLA Conference

The Library received an invitation to speak about embedding information and academic literacies in curriculum at the annual conference of the Australian and New Zealand Theological Libraries Association (ANZTLA) in July.

Leontyne Dawson-Jones (Education School Librarian) and **Dr Claire Urbach** (Academic Literacy Advisor) represented the Library, delivering an engaging presentation using storytelling and audience participation via Mentimeter (an online platform for audience engagement). They shared examples of the Library's curriculum embedding work in various units and programs across the University. Conference delegates included librarians from Australia, New Zealand, and the USA, as well as bursary recipients from American Samoa and Papua New Guinea.



International Literacy Day and Book Drive Collection

As part of the International Literacy Day event, **Caroline Allen** from the Office of Engagement co-ordinated another book drive with the Library. Pre-loved children's books were donated at Parramatta South and Bankstown campus libraries and the Whitlam Institute at the Female Orphan School. Children who attended a workshop on the day of the event received a book pack.

Insights into the Library Academic Literacies Team.

Did you know the University has a dedicated team of academic literacy experts? The Library Academic Literacies Team is based at Penrith library, but team members visit other campuses to work with School-based academics and other learning and teaching support staff from the DVC Academic Division.

This team bring extensive teaching and research experience, knowledge of best practice in teaching and learning, and a strong commitment to enabling student success through supporting learning and teaching. Each Academic Literacy Advisor works in partnership with librarians and academics to scaffold and embed academic literacy support in curricula. They work at a unit level across multiple Schools with a focus on academic literacy – a critical factor in the effective transition and retention of students.

Claire Urbach, one of our Academic Literacy Advisors shares some highlights from a typical work day:

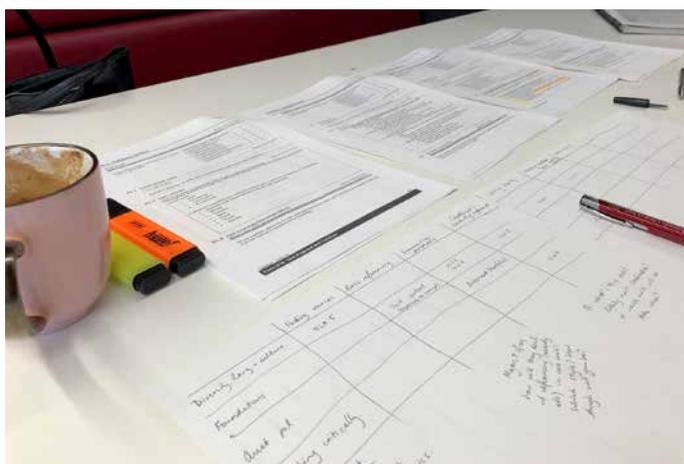
9.00am My day usually starts at Penrith, although that's not the case every day. Some days might involve visits to Bankstown or Parramatta South to meet with School Librarians, School staff, Curriculum Advisors or Digital Consultants, or to Parramatta City campus for a workshop or meeting.

First things first: check email and calendar for anything urgent, check Twitter to see what's going on in #highered, #academicliteracy, #academicintegrity, check Yammer to see what's going on at Western, and check in with the academic literacies team.

11.00am Zoom into a working party meeting for the Bachelor of Arts Core Review. It's exciting that the School Librarian and I have been included in this review process because it's an opportunity to contribute to the design of the new BA core units. We're keen to see academic and information literacies scaffolded right across the core units, from first year to third year, building up the complexity of skills as the students' progress through their course. The Deputy Dean and Director of Academic Program have been very supportive of our involvement in these meetings, which bring together Unit Coordinators, The College, the Library, and the School's Curriculum Advisor, Course Quality Officer, and Digital Consultant.

that build skills needed for the assessment. He says he is grateful to have someone to act as a sounding board for his teaching ideas, as teaching at university can sometimes be a lonely pursuit.

3.00pm Analysis of student texts in preparation for a teaching and learning resource: a class activity based on an annotated example of an assignment. If the students can look at the example in class with the teacher and their peers, they will be able to interpret it more successfully and have an opportunity to calibrate their understanding of what is expected in the assignment. So I'm looking at past examples of the assignment to see what language features make the writing successful. That way I can point them out to students through the learning materials and they'll have some guidance for their writing.



4.00pm Work on Digital Literacy Module 3: 'Who are you online? Managing your digital identity'. The Module is the third of a series of microlearning modules designed to increase students' digital literacy, using principles of gamification. It's taking shape and won't be long until it's finished. Next steps will be review and then release!

5.00pm Time to go home. Tomorrow I'll be at Parramatta for meetings with School Librarians, another UC, and my mentee as part of the Professional Staff Mentoring program.



2.00pm Meet with a Unit Coordinator who had requested some ideas for supporting students with reading academic texts in his transition unit (first year, first semester). We develop a plan to create an information resource and an in-class activity. We also discuss the assessments: how they align to the Unit Learning Outcomes (ULOs); whether the level of complexity is appropriate for transition students; and how they could be scaffolded through clearly explained assessment instructions and in-class activities



Linda Parker, Academic Literacies Manager; Fiona Webber and Claire Urbach, Academic Literacy Advisors.

Feedback, suggestions or requests for Library Insights articles are welcomed via Library Promotions: lib-promo@westernsydney.edu.au