



Our Team Purpose

We provide knowledge services to the university for research, education, world class impact through dissemination of knowledge and to inspire scholarship throughout the world.

CURRENT STATE

DESIRED FUTURE STATE

From:....knowledge aware

To:....knowledge activated university inspiring scholarship world wide

CRITICAL SUCCESS FACTORS. How will we deliver on our future state	QUARTERS	LEADS	PARTNERS
1. Collection – activated knowledge infrastructure <ul style="list-style-type: none"> - Support immediate and long term storage solutions and relocations to minimise risk of loss to research collections - Build and maintain high quality archives collection, identifying gaps - Increase information about archives collections available via archives catalogue in line with processing priorities - Identify vulnerable audio visual material for priority preservation action - Pilot workflows to preserve sample digital collections 	Q1 Q1/2 Q3		F&S Digital Scholarship
2. Services – for a knowledge based university <ul style="list-style-type: none"> - Co-create with student contributors introductory resource for using Archives. - Exhibition program focus on 75th anniversary - Provide quality reference service - Support intern project opportunities 	Q3 Q2, 3, 4		FNBAC Colleges CAG
3. Research support <ul style="list-style-type: none"> - Develop and test new format online subject guides and publish 3 priority guides - Increase digital access through digitisation of archives, contributing to national and regional portals and undertaking innovative access projects (Stock Exchange register project) - Foster outreach activities to connect with academics and community users 	Q2, 3, 4 Q1 report		SIS Comms
4. University operation <ul style="list-style-type: none"> - Improve record keeping practices and effectiveness through SharePoint/ERMS technical integration and supporting advice; planned engagement with areas of university to implement or improve record keeping; expanding training; regular communication - Improve capability of ANU staff and provide specialist advice in FOI and record keeping 	Q3		ITS CGRO
5. Developing a culture of professional excellence <ul style="list-style-type: none"> -Develop skills and knowledge through Division’s development plan and current PDRs 			HR

Our Service Goals

1. People find our services easy to use, connected and responsive
2. People delivering services are empowered, accountable, expert and valued
3. Services and systems will be user centric, data driven, simple and deliver value for money



Australian
National
University

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SERVICE INDICATORS	WHAT THIS INDICATOR WILL ASSESS
Archives collection use – quarterly	Research use
Reference enquiries - quarterly	Research use
ERMS creation of folders/documents – quarterly	System usage
ERMS training	Capability improvement
SharePoint/ERMS integration – Q3	Capability in place

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