

LIBRARY BUSINESS PLAN 2014

Context

The Library supports the University's goals of excellence in research, excellence in education and contribution to national policy.

The University library provides a collection, library services, digital literacy and research skills, the ANU Archive, Noel Butlin Archive, ANU Press, Digital Collections and Records Management.

Strategic Goal 1. Supporting excellence in research.

	Actions	Outcomes/benefits	Measures
1	Improve access to ANU research outputs <ul style="list-style-type: none"> - Press - Repository 	Increased impact of ANU research Improved workflows for researchers Reduced costs and time for adding material to the repository Reduced administrative costs for Library, Research Division and IT	Number of publications (Press) Use of publications (Press) Number of research resources in repository Use of research resources in repository Completion of Deliverables from single repository project
2	Expand the library and archive collections	Improved research productivity	Number of new items added Use of collections
3	Contribute to e-research initiatives	Researchers can easily identify and use research support infrastructure Contribute to whole of university research infrastructure prioritization	Contribute to e-research working group Chair Data and Digital Assets Group for URC and report to terms of reference Develop web page on e-research support services
4	Improve research development services	Activities to assist higher degree by research students and early career researchers	Develop online support resources and presentations including "How to get published" and "How to guides".
5	Improve communication with the research community., particularly academics	Changes to library services better meet the needs of academics	Analyse results of Tenopir and Insync surveys Establish single Librayr Committee for coordinated advice

Strategic Goal 2. Supporting excellence in education.

	Actions	Outcomes/benefits	Measures
1	Improve physical library services to better meet user needs	Students study more effectively through easier access to support More space available for	Single service desk implemented Chifley refurbishment releases more space to users

		students IT infrastructure improved in information commons (wi fi, pcs)	Improvements to wi fi implemented All pcs in library public spaces replaced
2	Respond more effectively to student needs through achieving greater feedback from students	Understand changing needs of students More effective communication with students	Regular meetings with ANUS and PARSA including participation by Library, Archives and Publishing Insync survey results – implementation plan Agreed approach to 23x7 service
3	Improve information to students about library services	Students more aware of services and collections Online services better used	Contribute to ANU Learning communities – Archives and branch libraries to participate with relevant communities and post at least monthly relevant library resources
4	Improve support programs for Higher degree by research students	Higher degree by research students more informed and able to easily use library collections and services. Library better informed of Higher degree by research students needs	Study of Higher degree by research students information behavior (Tenopir) Analysis Higher degree by research students Insync Responses. Complete trial of support to Higher degree by research students through Personal Librarian program and develop production services

Strategic Goal 3. Supporting the university's role and a national policy resource.

	Actions	Outcomes/benefits	Measures
1	Improve access to ANU research outputs	Increased impact of ANU research Greater productivity in research	All outputs easily searchable through Google Scholar World repository ranking improves
2	Policy leadership in open access and copyright	ANU seen as policy leader Quality advice provided to ANU community, Universities Australia, the Group of 8 and other relevant bodies	Support for Australian Open Access Support Group (including on executive and as home for executive officer) Advice provided to Universities Australia, the Group of 8 and other relevant bodies on open access and copyright reform

Strategic Goal 4. Transformative actions to support a world class university.

	Actions	Outcomes/benefits	Measures
1	Implement electronic records management	24x7 access to records Greater efficiency across the university	Implement ERMS Digitise current HR and Student records
2	Streamline collection management	Greater productivity in library processes Maximise reduction in staffing while minimising reduction in services	Complete implementation of recommendations of Unilinc report
3	Improve collection access management	Collection access maximized through more appropriate fines and charges policy to prevent loss and damage	Information Infrastructure and Services Statute and Rules revised 1
4	Improve measurement and assessment of library services and collection	Reduce activity spent collection statistical information Collect the right data once Collect in a timely fashion	New templates implemented Quarterly statistics reported within 2 weeks of the end of a quarter
5	Change management process implements in records	Reduce costs and staffing	New model implemented
6	Workforce plan to develop workforce for the future	Workforce able to deliver services with significantly smaller staff Develop skills	Volunteers scheme launched Internship program developed Skills development program planned (without significant budget)