## Scholarly Information Services Plan 2015

### Strategic Goal 1. Supporting excellence in education

<table>
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<tr>
<th>2015 Strategies/Actions</th>
<th>Outcomes/Benefits/</th>
<th>Measures</th>
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| 1.1 Delivery high quality services to students | • Provide reference and research support services  
• Improve use of technology for delivery of services to students through the collection | Number of reference enquiries  
Increase eresources |
| 1.2 Develop services to improve the student experience | • Extend opening hours and services through implementing 24 x 7 access in Chifley Library  
• Utilise bimonthly meetings with ANUSA and PARSA for input to improve services  
• Review and establish guidelines for LibGuides | 24x7 open  
Meetings with ANUSA and PARSA |
| 1.3 Collaborate with other areas at ANU to improve student outcomes | • Work with Research & Training, Research and Colleges to review and improve programs  
• Review programs for consistency across the university in terms of level of offerings, evaluation strategies and effective use of resources  
• Improve student advice through improving knowledge of who to refer students to eg Dean of Students, PARSA, ANUSA | Integrated program for HDR students |
| 1.4 Develop digital literacy/information literacy/competences of students | • Deliver focused capabilities program – orientation and specific sessions  
• Increase online programs to develop capabilities of students | Use of online Resources and services |
| 1.5 Improve access to, compliance with Copyright Act and implement efficient workflows for course materials | • Implement e-reserve system in Equella including streamlining workflows  
• Provide support to academics and academic support staff on making resources available for courses | Equella implemented |
| 1.6 Improve access to library services | • Implement new website including focus on better search experience  
• Improve understanding of optimal methods to communicate to users | Web site implemented |

### Strategic Goal 2. Supporting excellent in research

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| 2.1 Contribute to increasing the impact of ANU Research through research citations | • Deliver sessions in the Publish and prosper series  
• Delivery data management and research capabilities events/training  
• Provide information and increase awareness of metrics including Incites, Scopus and other sources  
• Provide great collection – including archives | Attendance at sessions  
Use of online information resources |
| 2.1 Develop strategies to improve visibility of ANU research | • Improve Open access/repository web site  
• In Library website redevelopment improve visibility of ANU research and researchers  
• Improve harvesting of ANU research by external data-bases  
• Digitisation program to digitise theses, ANU Press books and other resources | Use of web site and repository  
No. of titles digitised |
2.3 Contribute to establishing mechanisms to assess the quality of peer-review disciplines with reference to world benchmarks

- Methods to assess the quality of peer-review disciplines identified
- Criteria and/or processes to establish international benchmarks for peer-review disciplines identified
- Colleges have research data and information needed to increase quality in peer-review disciplines

Identify methods and work with Research Division and Colleges

2.4 Identify new opportunities for engagement HDR and ECR

- Specifically incorporate ideas to better support HDR and ECR into Union Court plan
- Work with Director Research Training on programs
- Continue to run and refine Personal Librarian program

Number of PL contacts

### Strategic Goal 3. Improving impact on public policy

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<th>Exec Owner, Leads</th>
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| 3.1 Deliver effective access to ANU research outputs | • Upgrade of DSpace  
• Integration of data from ARIES  
• Improved efficiencies for researchers, support staff in colleges and SIS by automating ingest of data | Use of repository Research satisfaction |
| 3.2 Improve impact of ANU research through publishing program | • Develop greater relationship with colleges and schools through new boards  
• Improve impact of research through exploring new ways of promotion titles  
• Explore opportunities to increase eTexts and student publishing | Use of ANU Press titles  
Number of titles published |
| 3.3 Better understand the factors that will improve impact of public policy cycle to commence in 2016 | • Improve impact through seeking inclusion of titles in metrics (e.g. Scopus, Web of Science)  
• Develop knowledge of publishing impact factors through the Reinventing scholarly publishing Symposium  
• Improve relations with scholarly publishers to be able to maximise technology and business processes | |

### Strategic Goal 4. Improved administrative systems and capacity building for the future library, archive, records and press

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| 5.1 Develop capabilities and knowledge of staff | • Develop knowledge and skills of staff, including Sierra 101 program, online learning and customer services (including delivering to mobile devices)  
• Create greater awareness of SIS services and capacities through presentations in staff meetings  
• Staff share knowledge from attendance at conferences, events etc.  
• Build stronger relationships with other ACT university libraries to explore staff development opportunities | Development activities held  
Quarterly staff meetings with presentations held |
| 5.2 Improve use of systems for SIS operational activities | • Streamlined processes, particularly using the full capabilities of the system available (within SIS and external systems), particularly in relation to ordering and providing access to e-Books  
• Work with ITS to achieve connectivity for staff data to automatically be added to the ILMS  
• Complete workstation upgrade and Wi-Fi projects  
• Work with ITS to develop functional specification for Alumni access to resources  
• Work with ITS to develop improve reverse proxy experience | Reduced resources required for work practices  
Data Integration Project  
Technology work completed |
<p>| 5.3 Implement Electronic Records Management System | • SIG project supported | ERMS live |</p>
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| 5.4    | Establish a clear vision for the services through the Union Court project                                       | • Assist in developing physical environment requirements for a modern, effective and efficient building to support SIS services delivery  
• Use Union Court project to gain insights into user needs                                      | Urban plan meets SIS and user needs                                                                         |
| 5.5    | Improve knowledge of and access to library services                                                               | • Develop SIS list of staff and their roles  
• Standardise position descriptions and position titles                                                      | Staff list available                                                        |
| 5.6    | Have fun and innovate                                                                                             | • Great end of year party  
• Encourage innovation                                                                                     | Staff contributing innovative ideas                                                                   |