

# Scholarly Information Services Plan 2015

## Strategic Goal 1. Supporting excellence in education

2015 Strategies/Actions		Outcomes/Benefits/	Measures
1.1	Delivery high quality services to students	<ul style="list-style-type: none"> <li>Provide reference and research support services</li> <li>Improve use of technology for delivery of services to students through the collection</li> </ul>	Number of reference enquiries Increase eresources
1.2	Develop services to improve the student experience	<ul style="list-style-type: none"> <li>Extend opening hours and services through implementing 24 x 7 access in Chifley Library</li> <li>Utilise bimonthly meetings with ANUSA and PARSA for input to improve services</li> <li>Review and establish guidelines for LibGuides</li> </ul>	24x7 open Meetings with ANUSA and PARSA
1.3	Collaborate with other areas at ANU to improve student outcomes	<ul style="list-style-type: none"> <li>Work with Research &amp; Training, Research and Colleges to review and improve programs</li> <li>Review programs for consistency across the university in terms of level of offerings, evaluation strategies and effective use of resources</li> <li>Improve student advice through improving knowledge of who to refer students to eg Dean of Students, PARSA, ANUSA</li> </ul>	Integrated program for HDR students
1.4	Develop digital literacy/information literacy/competences of students	<ul style="list-style-type: none"> <li>Deliver focused capabilities program – orientation and specific sessions</li> <li>Increase online programs to develop capabilities of students</li> <li></li> </ul>	Use of online Resources and services
1.5	Improve access to, compliance with Copyright Act and implement efficient workflows for course materials	<ul style="list-style-type: none"> <li>Implement e-reserve system in Equella including streamlining workflows</li> <li>Provide support to academics and academic support staff on making resources available for courses</li> </ul>	Equella implemented
1.6	Improve access to library services	<ul style="list-style-type: none"> <li>Implement new website including focus on better search experience</li> <li>Improve understanding of optimal methods to communicate to users</li> </ul>	Web site implemented

## Strategic Goal 2. Supporting excellent in research

2015 Strategies/Actions		Outcomes/Benefits	Measures
2.1	Contribute to increasing the impact of ANU Research through research citations	<ul style="list-style-type: none"> <li>Deliver sessions in the Publish and prosper series</li> <li>Delivery data management and research capabilities events/training</li> <li>Provide information and increase awareness of metrics including Incites, Scopus and other sources</li> <li>Provide great collection – including archives</li> </ul>	Attendance at sessions Use of online information resources
2.1	Develop strategies to improve visibility of ANU research	<ul style="list-style-type: none"> <li>Improve Open access/repository web site</li> <li>In Library website redevelopment improve visibility of ANU research and researchers</li> <li>Improve harvesting of ANU research by external data-bases</li> <li>Digitsation program to digitise theses, ANU Press books and other resources</li> </ul>	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	<ul style="list-style-type: none"> <li>• Methods to assess the quality of peer-review disciplines identified</li> <li>• Criteria and/or processes to establish international benchmarks for peer-review disciplines identified</li> <li>• Colleges have research data and information needed to increase quality in peer-review disciplines</li> </ul>	Identify methods and work with Research Division and Colleges
2.4	Identify new opportunities for engagement HDR and ECR	<ul style="list-style-type: none"> <li>• Specifically incorporate ideas to better support HDR and ECR into Union Court plan</li> <li>• Work with Director Research Training on programs</li> <li>• Continue to run and refine Personal Librarian program</li> </ul>	Number of PL contacts

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

2015 Strategies/Actions		Outcomes/Benefits/	Exec Owner, Leads
3.1	Deliver effective access to ANU research outputs	<ul style="list-style-type: none"> <li>• Upgrade of DSpace</li> <li>• Integration of data from ARIES</li> <li>• Improved efficiencies for researchers, support staff in colleges and SIS by automating ingest of data</li> </ul>	Use of repository Research satisfaction
3.2	Improve impact of ANU research through publishing program	<ul style="list-style-type: none"> <li>• Develop greater relationship with colleges and schools through new boards</li> <li>• Improve impact of research through exploring new ways of promotion titles</li> <li>• Explore opportunities to increase eTexts and student publishing</li> </ul>	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	<ul style="list-style-type: none"> <li>• Improve impact through seeking inclusion of titles in metrics (e.g. Scopus, Web of Science)</li> <li>• Develop knowledge of publishing impact factors through the Reinventing scholarly publishing Symposium</li> <li>• Improve relations with scholarly publishers to be able to maximise technology and business processes</li> </ul>	

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

2015 Strategies/Actions		Outcomes/Benefits	Measures
5.1	Develop capabilities and knowledge of staff	<ul style="list-style-type: none"> <li>• Develop knowledge and skills of staff, including Sierra 101 program, online learning and customer services (including delivering to mobile devices)</li> <li>• Create greater awareness of SIS services and capacities through presentations in staff meetings</li> <li>• Staff share knowledge from attendance at conferences, events etc.</li> <li>• Build stronger relationships with other ACT university libraries to explore staff development opportunities</li> </ul>	Development activities held Quarterly staff meetings with presentations held
5.2	Improve use of systems for SIS operation activities	<ul style="list-style-type: none"> <li>• 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</li> <li>• Work with ITS to achieve connectivity for staff data to automatically be added to the ILMS</li> <li>• Complete workstation upgrade and Wi-Fi projects</li> <li>• Work with ITS to develop functional specification for Alumni access to resources</li> <li>• Work with ITS to develop improve reverse proxy experience</li> </ul>	Reduced resources required for work practices Data Integration Project Technology work completed
5.3	Implement Electronic Records Management System	<ul style="list-style-type: none"> <li>• SIG project supported</li> </ul>	ERMS live

		<ul style="list-style-type: none"> <li>ERMS implemented by SIS</li> <li>Records team fully training and operationally effective in supporting ERMS</li> </ul>	Number of files created online
5.4	Establish a clear vision for the services through the Union Court project	<ul style="list-style-type: none"> <li>Assist in developing physical environment requirements for a modern, effective and efficient building to support SIS services delivery</li> <li>Use Union Court project to gain insights into user needs</li> </ul>	Urban plan meets SIS and user needs
5.5	Improve knowledge of and access to library services	<ul style="list-style-type: none"> <li>Develop SIS list of staff and their roles</li> <li>Standardise position descriptions and position titles</li> </ul>	Staff list available
5.6	Have fun and innovate	<ul style="list-style-type: none"> <li>Great end of year party</li> <li>Encourage innovation</li> </ul>	Staff contributing innovative ideas