

Scholarly Information Services Business Plan 2020

Theme: Knowledge activated university

1-year priorities to be recorded in SDZ

Strategies for Change:	Business Unit Objectives:
1. Building on a Culture of Academic Excellence	1. Building a strong service culture
2. Delivering on our Unique National Responsibilities	2. Research Collections & support for world class education & research
3. Achieving Equity – Within ANU and in Society	3. Learning spaces providing high quality, safe and equity focused experience
4. Building a Culture of Collegiality and Engagement – Across & Beyond ANU	4. Digital transformation

Strategic activities	Key Initiatives	Performance Measures
Enhancing excellence in research and research communication	<ul style="list-style-type: none"> Rebuilding JB Chifley collection after the flood Participate in global partnerships for collection access Digitisation program to promote ANU research and education goals, focus on indigenous (UE3) Archive collection made more accessible Collection relocation project enables development of offsite strategy 	<ul style="list-style-type: none"> Progress on collection replacement (measure no titles and %) Increased access through Hathi Trust – scholarly works accessible through the catalogue (measure no. titles) Digitisation projects (measure no. titles) Increased use of Archives collections (no. items used) Completion of collection relocation project
Enhancing excellence in education	<ul style="list-style-type: none"> Expansion of digital access – collection and academic engagement Increased digital education support activities (GE2) Innovative programs to improve student experience Student digital and information literacy capabilities built through reference services 	<ul style="list-style-type: none"> Digital collection & print meets needs (measure use) New guides and support services (online) (measure use and customer feedback)

		<ul style="list-style-type: none"> • Recommendations from Student Experience project implemented (measure activities implemented) • Number of library reference enquiries
Learning spaces	<ul style="list-style-type: none"> • Design for future library and collection storage • Library buildings improved to prevent collection damage • Technologies implemented to meet needs • New program for digital scholarship • Buildings meet user needs • Digital learning spaces enhance learning 	<ul style="list-style-type: none"> • Proposal for new collection store and library completed (measure proposals approved) • Roof work in Chifley, Hancock and Menzies Libraries completed (measure work completed) • Info screen replacement completed (measure project completed) • Digital Scholarship project identifies activities (measure project completed) • Library & Archive) visitation (measure door count) • Digital learning attendees (measure face to face and digital attendees incl. use of How to guides)
Contribute to engagement and impact of research	<ul style="list-style-type: none"> • Increase open research resources in repository (ST1, ST4) • Increased impact through ANU Press (ST1, ST4, GE2) • New data commons website improves access to research data 	<ul style="list-style-type: none"> • Repository Research collection use increase (measure no titles growth and downloads growth) • ANU Press downloads increased (measure no. titles growth and downloads growth) • Website launched
Developing a culture of professional excellence	<ul style="list-style-type: none"> • Respond to university wide issues to support students, academics and professionals effectively 	<ul style="list-style-type: none"> • Response to challenges (measure contribution to ANU responses) • Active feedback and staff engagement

	<ul style="list-style-type: none"> • Feedback culture used to implement service culture including Insync survey, meetings with ANUSA, PARSa and LAC • All staff have feedback to assist culture that promotes excellence • Inspire and develop staff incl. SIS Symposium, Planning sessions • Future workforce project delivers program to align staff development to the evolving needs of the university • Records management supports university productivity 	<ul style="list-style-type: none"> • Insync survey plan key findings and actions (survey undertaken; plan prepared) • Symposium delivered successfully (event held, satisfaction) • Workforce initiatives implemented • ERMS and records practices increase (measure – ERMS use) • Maintain or increase NAA measured maturity (measure number from NAA assessment)
Policies	<ul style="list-style-type: none"> • Open access policy and procedures updated and open data procedure introduced 	<ul style="list-style-type: none"> • Policy and procedures successfully adopted

Proposed SIS statistics 2020	Measure	SOURCE	Q
Enhancing excellence in research and research communication	Progress on Chifley collection replacement no titles and %	Flood replacement project (Luciana)	Quarterly
	OA scholarly works added from HathiTrust (number)	Heather	Q2
	No. works digitised	Erin	Quarterly
	Archive collection use – no. archives used	Kathryn	Quarterly
	Collection relocation completed	Heather	Q1
Enhancing excellence in education	Digital collection use	Katie	Quarterly
	Print use	Library statistics sheet	Quarterly
	New guides and support services	Heather - qualitative	Quarterly
	Recommendations from Student Experience project implemented	Roxanne & Heather	

	Reference enquiries	Library statistics sheet	Quarterly
Learning spaces	Proposal for new collection store and library completed	Roxanne	Q4
	Roof work in Chifley, Hancock and Menzies Libraries completed	Roxanne	Q3
	Info screen replacement completed	Roxanne	Q1
	Digital Scholarship project identifies activities	Roxanne/Erin	
	Library visitation	Library statistics sheet	Quarterly
	Digital learning - participants	DLP	Quarterly
Contribute to engagement and impact of research	Repository Research downloads	Erin	Quarterly
	Repository Research no. resources	Erin	Quarterly
	ANU Press downloads	Lorena	Quarterly
	ANU Press no titles published	Lorena	Quarterly
	Data Commons Website launched	Erin	Q2
	ANU Press most downloaded top 10	Lorena	Annual
Developing a culture of professional excellence	Insync survey plan key findings and actions	Heather	Deferred to 2021
	Symposium delivered successfully	Roxanne	Deferred to 2021
	Workforce initiatives implemented	Meredith	Half Yearly
	ERMS use - new folders and documents	Kathryn	Quarterly
	ERMS use - searches	Kathryn	Quarterly
	ERMS dashboard live for all areas	Kathryn	Q1

	Records management maturity level measured by NAA Check Up survey maintained or improved	Kathryn	Q4
Policies	OA policy and procedures updated	Roxanne	Q3