

Scholarly Information Services – Library Services - Business Plan 2021

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

1-year priorities

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

| Library No, | Master Objective | Statistic Indicator | Frequency |
|-------------|--|---|-------------------|
| 1. | Enhancing through collection and publication/dissemination of knowledge | Chifley Flood Replacement no. of items and % of collection replaced | Quarterly |
| | | Library collection use | Quarterly |
| | | -DLT and Academic Skills sessions and attendees | Quarterly |
| | | Audit of Rare Book collection | Q4 |
| 2. | Services | Assessment of scholarly, digital and information literacy capabilities and needs | TBD |
| | | Review of library hours and service model statement (Connecting services and collaboration) | Q2/3 |
| | | Student experience deep dive – at ANU, Go8's, CAUL and IARU, undertake comparison and report back (Student experience) | Q3/4 |
| | | Activities to improve service from feedback program including Insync survey, regular LAC meetings, PARSA/ANUSA (Student experience) | Monthly/quarterly |

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|----|--|---|--------------------------|
| | | Reference enquiries Implementation of Libstaffer software | Monthly/quarterly Q1 |
| | | Library visitors | Quarterly |
| | | Promotion of the Rare Books collection | Q3 & 4 |
| | Spaces | Support SIS bid to create suitable storage facility (Spaces) | Q3 |
| 3. | Research support | Digital learning – participation DLT/Academic Skills plus IA's (Teaching and SIS Online)) | quarterly |
| | | Digitisation programme – nomination of items in the Rare Books room (Open Access) | Quarterly post the audit |
| 4. | Improve university effectiveness | SharePoint ERMS integration (ANU Digital Roadmap) | Q4 |
| | | Move to accrual accounting in R20470 (Connecting services and collaboration) | Q1 & 2 |
| 5. | Developing a culture of professional excellence | Divisional program details | quarterly |
| | | - SIS opportunity for all staff to take part in the online ALIA Conference | Q1 |
| | | - Revisit the internal staff training initiative started in 2020 | Q2 |
| | | - Hosting in ACT of VALA boot camp | Q1/Q2 |
| | | - Staff undertake all Pulse training modules and WHS training modules required by ANU | quarterly |
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| | | Data governance transformed | quarterly |
| | | - Contribute to the SIS goal as required | quarterly |
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