



### 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.*

#### CURRENT STATE

From:....knowledge aware

#### DESIRED FUTURE STATE

To:....knowledge activated university inspiring scholarship world wide

CRITICAL SUCCESS FACTORS. How will we deliver on our future state	QUARTERS	LEADS	PARTNERS
<b>1. Collection – activated knowledge infrastructure</b> <ul style="list-style-type: none"> <li>- Minimise risk of loss and deal with damage/storage - fire, hailstorm and other disasters</li> <li>- Progress plan for storage solution</li> <li>- Increase digital access – measure progress through use and feedback around relevance (Press, Digital Scholarship, Archives, Library)</li> <li>- Flood replacement collection rebuilding</li> </ul>			F&S Academics
<b>2. Services – for a knowledge based university</b> <ul style="list-style-type: none"> <li>- Integrated UG support model including Library, Archives, Digital Scholarship through holistic program.</li> <li>- Assess university needs for scholarly, digital and information literacy capabilities</li> <li>- Review of library hours and service model statement</li> <li>- Activities to improve service from feedback program including Insync survey, regular LAC meetings, PARSA/ANUSA</li> <li>- Proposal for support of learning spaces (working with ITS and F&amp;S)</li> </ul>	Report Q2  Model Q3		AQAC ADEs CLT LAC
<b>3. Research support</b> <ul style="list-style-type: none"> <li>- Integrate Carto GIS through whole of university service model (Division)</li> <li>- Significantly increase international impact of ANU research through increase knowledge of academic communication/publishing and success through OA program of activities</li> </ul>	Q1/2 Q3		Colleges
<b>4. University operation</b> <ul style="list-style-type: none"> <li>- Improve record keeping practices and effectiveness (SharePoint ERMS integration) &amp; ANAO Audit findings</li> <li>- Improve capability of ANU staff and provide specialist advice in FOI, Privacy, copyright and record keeping</li> </ul>	Q4		ITS CGRO
<b>5. Developing a culture of professional excellence</b> <ul style="list-style-type: none"> <li>-Develop skills and knowledge through Division’s development plan</li> <li>- Data governance transformed</li> </ul>			PPM ITS
<b>SERVICE INDICATORS</b>	<b>WHAT THIS INDICATOR WILL ASSESS</b>		
See attached			
<b>BUDGET</b>	\$25,931,055 (incl. flood repl.)	<b>STAFFING</b>	86.8

### 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



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### 2021 KPIs for SDZ - SIS

SIS No.	Master Objective	Statistic Indicators	Frequency
1	Enhancing through collection and publication/dissemination of knowledge	Progress on Chifley collection replacement no. items and %	Quarterly
		Storage plan - design brief	Quarterly
		Interim storage solution for 3km archives	First quarter
		Archive collection use - no. archives used	Quarterly
		Library collection use	Quarterly
		Repository resources and use	Quarterly
		Press – titles and use	Quarterly
2	Services	Integrated UG support model approved	Q2/3
		Assessment of scholarly, digital and information literacy capabilities needs	TBD
		Proposal on learning space support	
		Review of library hours and service model statement	Q2/3
		Activities to improve service from feedback program including Insync survey, regular LAC meetings, PARSA/ANUSA	Quarterly
		Reference enquiries	Quarterly
		Library visitors	Quarterly

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3	Research support	Integrate Carto GIS through whole of university service model (Division) including relationship to new Centre	Quarterly
		Increase knowledge of academic community and success with OA (program of activities)- program delivered	Quarterly
		Digitisation program delivered	Quarterly
		Digital learning - participation	Quarterly
4	Improve university effectiveness	SharePoint (ERMS integration)	Q3?
		Provide training, briefings and specialist advice in FOI, Privacy, copyright and record keeping to ANU staff	Quarterly
5	Developing a culture of professional excellence	Divisional program details	Quarterly
		Data governance transformed	Quarterly

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