### Strategic Goal 1. Supporting excellence in education

<table>
<thead>
<tr>
<th>2015 Strategies/Actions</th>
<th>Outcomes/Benefits/Measures</th>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.1</strong> Delivery high quality services to students</td>
<td>• Provide reference and research support services&lt;br&gt;• Improve use of technology for delivery of services to students through the collection</td>
<td>Number of reference enquiries&lt;br&gt;Increase eresources</td>
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<tr>
<td><strong>1.2</strong> Develop services to improve the student experience</td>
<td>• extend opening hours and services through implementing 24 x 7 access in Chifley Library&lt;br&gt;• utilise bimonthly meetings with ANUSA and PARSA for input to improve services&lt;br&gt;• review and establish guidelines for LibGuides</td>
<td>24x7 open Meetings with ANUSA and PARSA</td>
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<tr>
<td><strong>1.3</strong> Collaborate with other areas at ANU to improve student outcomes</td>
<td>• work with Research &amp; Training, Research and Colleges to review and improve programs&lt;br&gt;• Review programs for consistency across the university in terms of level of offerings, evaluation strategies and effective use of resources&lt;br&gt;• Improve student advice through improving knowledge of who to refer students to eg Dean of Students, PARSA, ANUSA</td>
<td>Integrated program for HDR students</td>
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<td><strong>1.4</strong> Develop digital literacy/information literacy/competences of students</td>
<td>• deliver focused capabilities program – orientation and specific sessions&lt;br&gt;• Increase online programs to develop capabilities of students</td>
<td>Use of online Resources and services</td>
</tr>
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<td><strong>1.5</strong> Improve access to, compliance with Copyright Act and implement efficient workflows for course materials</td>
<td>• Implement e-reserve system in Equella including streamlining workflows&lt;br&gt;• Provide support to academics and academic support staff on making resources available for courses</td>
<td>Equella implemented</td>
</tr>
<tr>
<td><strong>1.6</strong> Improve access to library services</td>
<td>• Implement new website including focus on better search experience&lt;br&gt;• Improve understanding of optimal methods to communicate to users</td>
<td>Web site implemented</td>
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### Strategic Goal 2. Supporting excellent in research

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<td><strong>2.1</strong> Contribute to increasing the impact of ANU Research through research citations</td>
<td>• Deliver sessions in the Publish and prosper series&lt;br&gt;• Delivery data management and research capabilities events/training&lt;br&gt;• Provide information and increase awareness of metrics including Incites, Scopus and other sources&lt;br&gt;• Provide great collection – including archives</td>
<td>Attendance at sessions&lt;br&gt;Use of online information resources</td>
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<tr>
<td><strong>2.2</strong> Develop strategies to improve visibility of ANU research</td>
<td>• Improve Open access/repository web site&lt;br&gt;• In Library website redevelopment improve visibility of ANU research and researchers&lt;br&gt;• Improve harvesting of ANU research by external data-bases&lt;br&gt;• Digitisation program to digitise theses, ANU Press books and other resources</td>
<td>Use of web site and repository&lt;br&gt;No. of titles digitised</td>
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</table>
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 (eg 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 wifi 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 |
| **5.3 Implement Electronic Records Management System** | - SIG project supported | ERMS live |
| 5.4 | Establish a clear vision for the services through the Union Court project | • ERMS implemented by SIS  
• Records team fully training and operationally effective in supporting ERMS | Number of files created online |
| 5.5 | Improve knowledge of and access to library services | • 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 |
| 5.6 | Have fun and innovate | • 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 |