



SCHOLARLY INFORMATION SERVICES



HIGHLIGHTS

2018

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Overview

An extraordinary year

2018 remains an unforgettable year with the major challenge for Scholarly Information Services (SIS) being the February flood that led to the loss of approximately 300,000 volumes stored in Level 1 of the JB Chifley Library.



Deep thanks go to all who have donated replacement materials (see library-admin.anu.edu.au/intranet/chifley-flood) and to those across the University who have helped ensure services to students and academics continued through this period. The extraordinary work of all Library staff during the year is recognised, particular in ensuring services to the ANU community were maintained.

A Flood Advisory Group was formed with representation from all the discipline areas affected by the Chifley flood. The group has provided very valuable advice to the Library and the Library Advisory Committee.

Collections & services

Use of the collections and services across SIS remained at a high level, with significant growth in use of digital resources from the ANU Press and Open Research repository.

Key statistics

Key indicators	Results 2018
Visitors	1,406,396
Enquiries	66,571
E-resources use	8,913,778
ANU Press titles	55
ANU Press downloads	3,167,457
ANU Open Research (research collection) items	98,819
ANU Open Research downloads	1,742,291

Quality recognition

The quality of SIS services was recognised by the ANU community — three of our services were in the top ten in terms of satisfaction in the 2017 ANU Administrative survey: access to research resources (print and electronic); management of the electronic repository; and, special collections.

The 2018 Insync Survey of students found that of the top 10 performance list, six factors were in the top 10 importance list:

- > I can get help from Library staff when I need it
- > When I am away from campus I can access the Library resources and services I need
- > I can get wireless access in the Library when I need to
- > Online resources (e.g. online articles, databases, e-books) are useful for my studies and help me with my learning and research needs
- > Access to Library information resources has helped me to be successful at university
- > The Library search facility enables me to find relevant Library resources quickly

Need for improvement

The major area where there was a need for improvement was in physical spaces where the ANU ranked very lowly, at the bottom of the Insync survey group which includes most Australian and New Zealand libraries.

The following six factors recorded gap scores in the problematic range (above 1.0 gap):

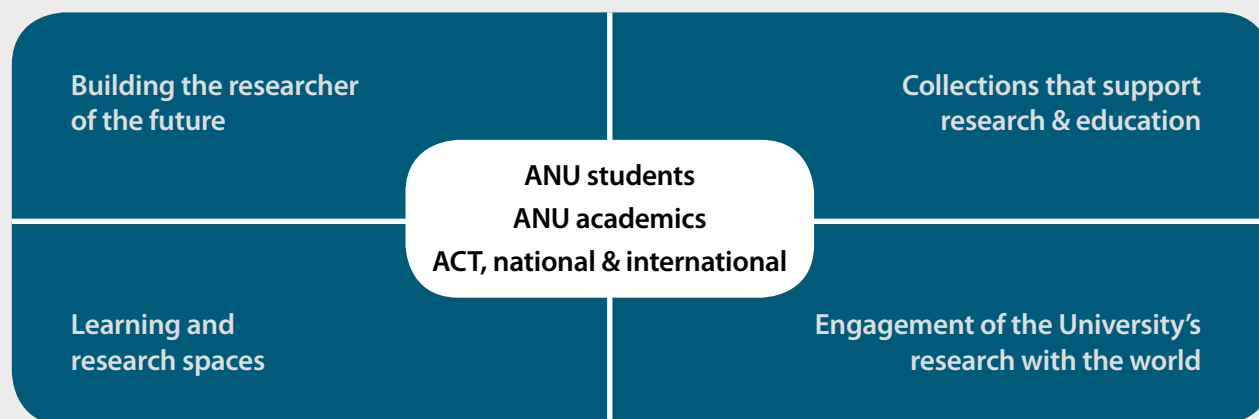
- > I can find a place in the Library to work in a group when I need to
- > A computer is available when I need one
- > I can find a quiet place in the Library to study when I need to
- > Printing, scanning and photocopying facilities in the Library meet my needs
- > Laptop facilities (e.g. desks, power) in the Library meet my needs
- > Opening hours meet my needs

Library user feedback

Client feedback through the year also identified that the physical offerings of the Library branches were below what is required.

A video of SIS highlights for 2018 is available at anulib.anu.edu.au/connecting-2018

A vision for the Library, Press, Open Research and Archives, issued in September 2018, frames the activities in SIS against four key outcomes:



Building the researcher of the future

Major initiatives

- > Increasing the take up of ORCID by researchers at ANU to 83%, thanks to collaboration with schools across the University
- > Contributing to publishing through the new ANU Press website and student journal system launch using the Open Journal System.

Transforming the University's internationally significant collections

Major digitisation initiatives

- > Mendi Photographs by D'Arcy Ryan — 565 cards, captured and compiled by anthropologist D'Arcy Ryan in the Mendi Valley, Papua New Guinea. The collection is held in three albums, with 316 records, and covers the years 1954–1964
- > Posters from the Vietnam War from the David Marr archives
- > Recordings of Asia Behind the News, a radio program from the 1970s and 1980s in which Asia-Pacific scholars discussed current events
- > Documents on University site plan. The ANU Archives has digitised an early National Capital Planning and Development Committee file on the University's site in Acton. The file begins in July 1938 when Sir Robert Garran, as President of the University Association of Canberra, wrote to the Secretary of the Department of the Interior urging the government to take 'immediate steps to reserve and dedicate an adequate and suitable area and to place it under a trust for University purposes'
- > ANU Photographs — a series of portraits of people associated with the ANU, ranging from the 1950s through 2001, including lecturers and prominent people
- > ANU Reporter — 631 issues, the earliest from 1970, providing a comprehensive source on ANU research, events, campus development and staff news
- > ANU School annual reports detailing academic and administrative activities from the 1960s to 1980s:
 - > ANU Theses — over 6,000 theses were digitised in the year, almost completing the digitisation of this collection
 - > Tooth and Company Ltd. hotel index cards together with an interactive map give access to rich local and social history of NSW and ACT

Enriching research resources

- > New archive collections included the complete archive of the Australian Natives Association Victoria, a friendly society founded in 1871 that lobbied strongly for Federation; records of Manfred pastoral station in far west NSW; papers of Pacific researchers Peter Sack, Jim Specht, Bill Standish and Ian Maddox; papers and illustrations from zoologist Dick Barwick; and Drill Hall Gallery exhibition files
- > New acquisitions included over 600 works relating to Indigenous studies from the collections of Jack Waterford and Susan Bennett
- > Exhibitions — the three major exhibitions were *Chifley 50th Anniversary*, *Forgotten Trades: Selected Records of Early Australian Trade Unions*, and *Brewers, Barmaids and Boozers'* drawing on Tooth and Company records, and the *70th anniversary of the John Curtin School of Medical Research*
- > Three artworks from Judy Cassab and the manuscript of the Elizabeth Durack book on Papua New Guinea were acquired through the Cultural Gifts program
- > Professor Li Yao from Beijing Foreign Studies University (BFSU) has spent 40 years translating Australian literature into Chinese. He donated his newly published 10 volume set of translated Australian literature to the ANU
- > Donation of books presented by Head of Media Ayesha Ali Almansoori from the United Arab Emirates Embassy to the ANU Library

Engagement of the University's research internationally

Major initiatives included:

- > A major increase in downloads of ANU Press titles (26.8%) to 3,167,457
- > A major increase in downloads of research resources in ANU Open research (79.8%) to 1,742,291
- > The ANU Archives — Pacific Research Archives attracted significant interest from international scholars from the United Kingdom, Canada, South Korea, New Zealand, Norway, Germany and Ireland
- > Researchers came from the University of Cambridge, University of Oxford, University of British Columbia, Yale University, University of the Free State (South Africa), and the City University of New York to use resources of the Noel Butlin Archives Centre in research on topics as varied as anthropology, apartheid, the nuclear industry, manufacturing and the Australian Stock Exchange

Learning and research spaces to support a high quality university experience

Major initiatives included:

- > Opening the Hancock Library 24/7
- > Opening of a parenting room in the Hancock Library

Underpinning initiatives

SIS workforce development through:

- > the *2018 SIS Symposium: Transforming knowledge in a shifting landscape*
- > study tours — Erin Gallant and Stephanie Luke from the Digitisation Team were awarded a study grant and visited 5 leading North American university libraries.

Workplace initiatives included development and launch of the Serials acquisition access database that has streamlined serial renewal processes and created a much more transparent and effective means of renewals.

National activities included:

- > *The Future of the Scholarly Book Symposium* held in July with two international speakers, Dr. Niels Peter Thomas (Chief Book Strategist, Springer Nature) and J. Stephen Downie, Professor and Associate Dean for Research School of Information Sciences, University of Illinois and codirector of the HathiTrust Research Center and Australian speakers
- > Heather Jenks participated in a project team for the Council of Australian University Librarians Digital Dexterity project
- > Roxanne Missingham led the University of Yangon Library education transformation project
- > Coverage of the Tooth and Company collection in more than 60 news outlets in New South Wales thanks to the work of Catherine Ziegler, Michelle Chudzinski and other Archives and SIS Communications team members
- > Promotion of the Elizabeth Durack collection was achieved through an article in The Conversation (more than 2,250 reads and 20 comments) and inclusion in an ABC Pacific Beat podcast
- > Emily Hazelwood was a member of the Scholarly Journals committee of the Australian Publishing Association
- > ANU Press was shortlisted for the University Press Redux Award