Australian National University

people

context

data

process

infrastructure

Scholarly Information Services
Annual Report
2023
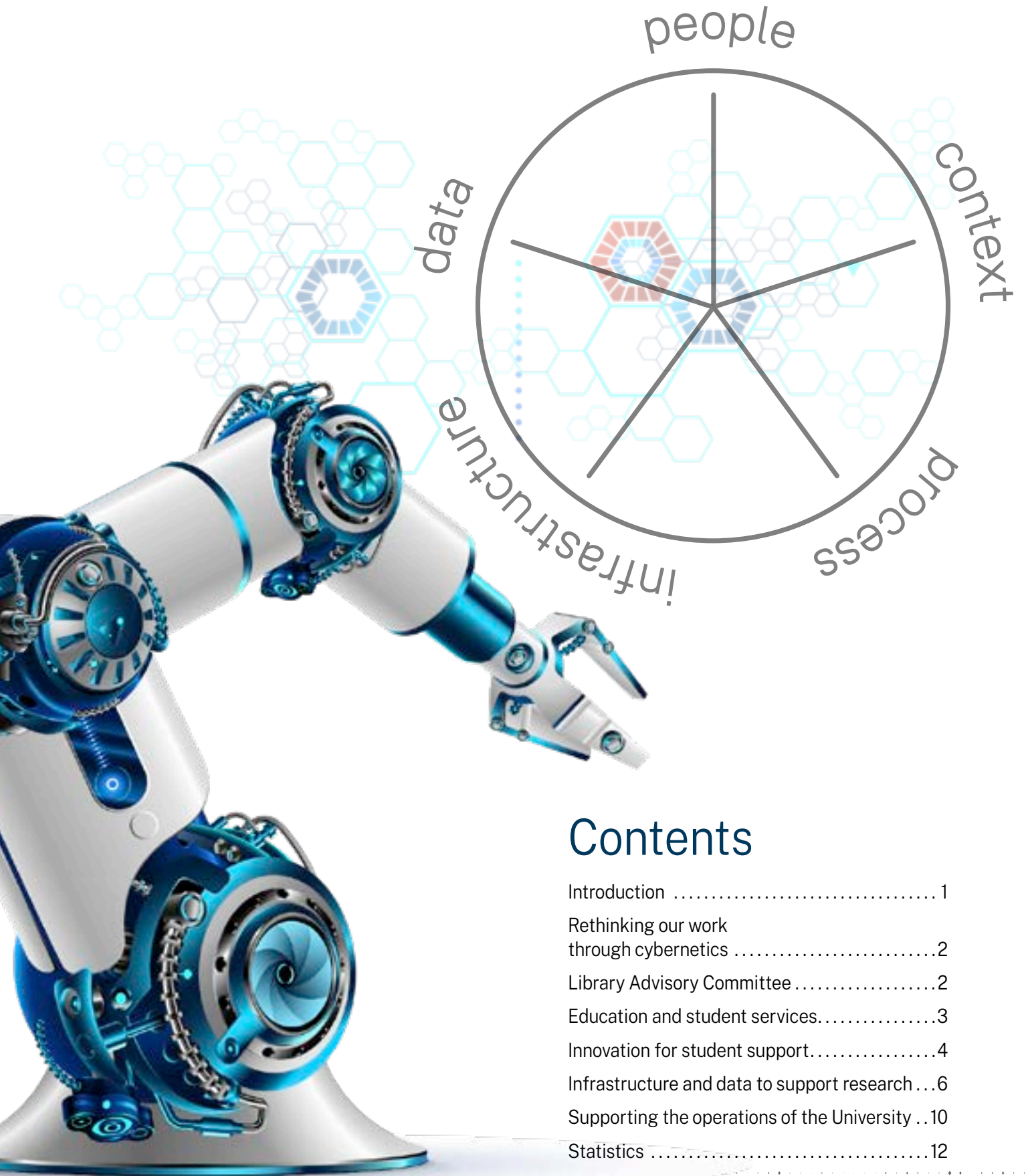
people

context

data

infrastructure

process

Contents

Diagram above:
Cybernetic star from Custodians & Midwives: The Library of the Future by Bell, Genevieve; Zafiroglu, Alexandra; Assaad, Zena; Bradley, Charlotte; Cooper, Ned; O'Brien, Ellen; Reid, Kathy; Ruster, Lorenn. Canberra: ANU School of Cybernetics, 2022 https://cybernetics.anu.edu.au/assets/Custodians_and_Midwives_FINAL_web.pdf

Introduction

2023 saw wonderful opportunities to engage with students, the majority of their education had been a mix of online and on campus experiences as a result of COVID. They showed a desire to actively use and engage with the gamut of services from the Division, including using the physical library spaces, attending training and asking for advice on a wide range of issues. More second, third and later year students took orientation tours and attended training sessions than ever before.

The Library worked with the academic community to develop new guidance and knowledge to assist students in developing a literacy and understanding around Artificial Intelligence (AI). Actively developing their knowledge in this complex area, Library staff passed on their expertise for many "hallucinated" citations provided by ChatCPT. I am sure that in the coming year further work will occur to inform academics and students about the benefits and risks of AI.

Leganto, the digital resource management system for teaching was fully implemented, significantly streamlining academic practices. The integration with the Learning Management System provides an easy-to-use system to make resources available to students.

Significant progress occurred on the remediation of Library buildings and most importantly, progress in identifying a new solution for offsite storage. The major breakthrough of new storage was vital when the University was advised that the major off-site store would need to move. As this store contained approximately 45 kilometres of material, you can appreciate that this is a significant undertaking! This project has commenced with excellent work by staff in Facilities & Services, and a great team led by Tom Foley working on the SIS side. I particularly acknowledge the tireless work of Rob Carruthers and his colleagues in SIS Facilities.

Staff continued to display a passion to support education and research, including great innovations to increase open access to works authored by ANU academics. The Read and Publish Agreements the Library currently holds with many leading scholarly publishers across a broad range of disciplines allow academics to have their journal articles made openly accessible through publishers without paying an Article Processing Fee.

The ANU Library and Archives are critical elements in ANU research infrastructure and are vital for student learning. The light is at the end of the tunnel for relief from lack of adequate storage and challenges of managing collections through buildings with leaks from the January 2020 hailstorm.

Outstanding work by Facilities & Services and Construction Control has led to new roofs on Library buildings. The Chifley Library roof replacement was completed mid-year. The Law Library roof replacement will shortly be complete. The Menzies Library roof is close to completion and recarpeting is finished. Major work on the School of Art & Design building will take most of 2024. Work on the Hancock Library roof is well underway.

Major work in digitisation and digital delivery resulted in greater accessibility of collections.

The Indigenous Knowledge Project kicked off in October with a Ngunnawal project leader, Delephene Fraser. The project aims to significantly improve the knowledge of staff and support developments that provide better and more informed access to collections.

Finally, a major program of staff development including the annual staff symposium and sessions on governance, policy making, Work Health and Safety, Information technology, and university decision making ensured the SIS workforce remained skilled and well informed.

Associate Professor Keturah Whitford,
Chair, Library Advisory Committee
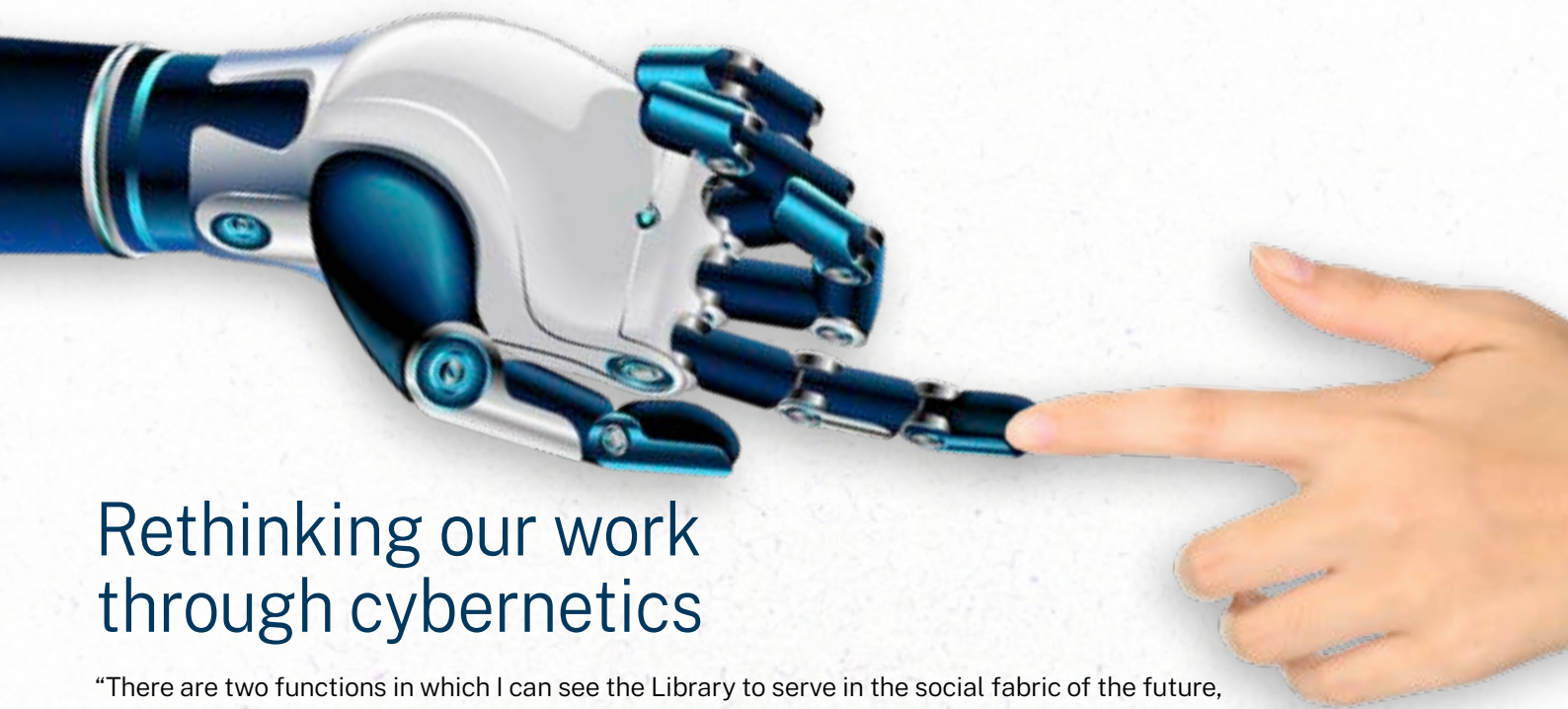
Rethinking our work through cybernetics

"There are two functions in which I can see the Library to serve in the social fabric of the future, one as being a custodian for books, the other one as being a midwife for those who wish to give birth to new insights and ideas … The question now arises, what are the inner workings of such a system in which you can act the double role of a custodian of books and of a midwife for new ideas and insights, thus maintaining the concept of a library as being a place where knowledge can be acquired?" Heinz von Foerster (1984, pp. 213–14)[1].

In 2023 the Division began to think deeply about how the lens of cybernetics could be applied to bring together the varied aspects of service, collections, data and people. Establishing a framework for discussions of harnessing the power of our collections and knowledge will lead to integration of that thinking into divisional planning and innovations that will have a far-reaching impact on the University. The process will include engagement with our stakeholders and collaborators.

Library Advisory Committee

The Division is very grateful for the advice and leadership from the Library Advisory Committee. They provide a critical link to the ANU community. In 2023, we thanked Dr Clement Yongxi Chen from ANU College of Law for his service on the committee and welcomed Cameron Roles as the new member for the College of Law. We thanked Ben Yates, President of ANUSA for his service and welcomed Phoenix O'Neill, incoming President of ANUSA. With the merger of PARSA and ANUSA, the committee agreed to continue with postgraduate and undergraduate representatives, both being nominated by ANUSA.

Matters considered by the Library Advisory Committee include:

> audio-visual collection at risk
> Chifley Flood collection replacement report
> storage
> student voice and feedback
> supporting the ANU Learning and Teaching Strategy and Graduate Attributes
> Indigenous Knowledge: SIS strategic approach
> collection storage
> resource sharing.

---

1 von Foerster, H., 1984. Technology: What will it mean for Libraries. In: Observing Systems. USA: Intersystems Publications, 211–230
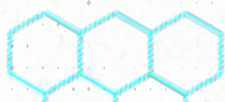
Education and student services

Our focus on rebuilding relationships and support for education was strengthened by a commitment to use the ANU Learning and Teaching Strategy and Graduate Attributes as the foundation for refreshing programs and developing services. This approach combined people, process and infrastructure.

Training and reference enquiries
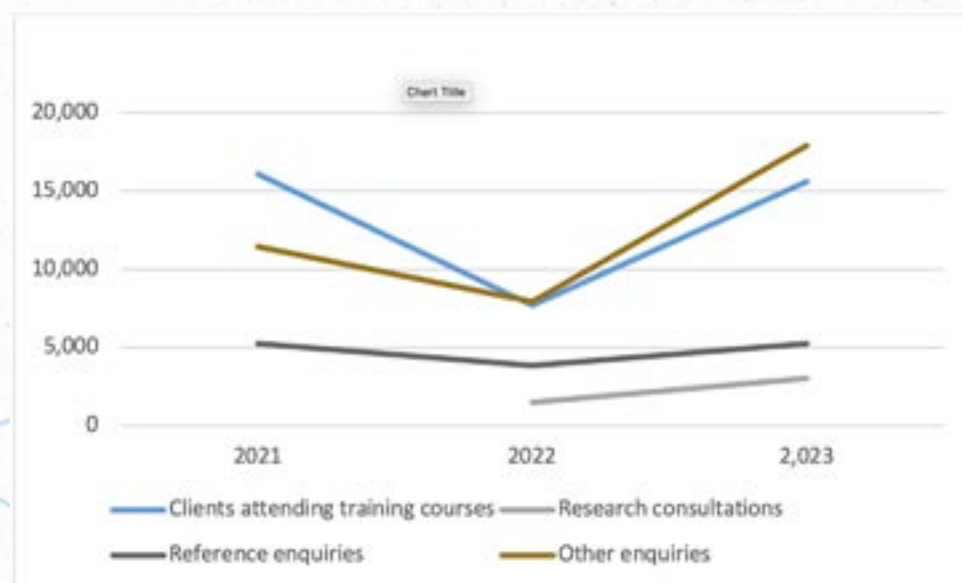
Use of collection

Archives	2021	2022	2023
Physical archives used	17,298	25,460	28,935

Library collections	2021	2022	2023
Print resources borrowed	82,519	63,604	59,008
Electronic resources used	6,858,357	6,257,820	6,213,206
Building visits	498,094	776,865	961,041

Engagement

Overall, students were delighted to interact with services provided. There was enthusiastic participation in training and support services with a higher proportion of second-and third-year students than in previous years. This is likely a result of students coming to the campus in greater numbers with the move to in-person teaching after the period of COVID-19 restrictions.

Innovation for student support
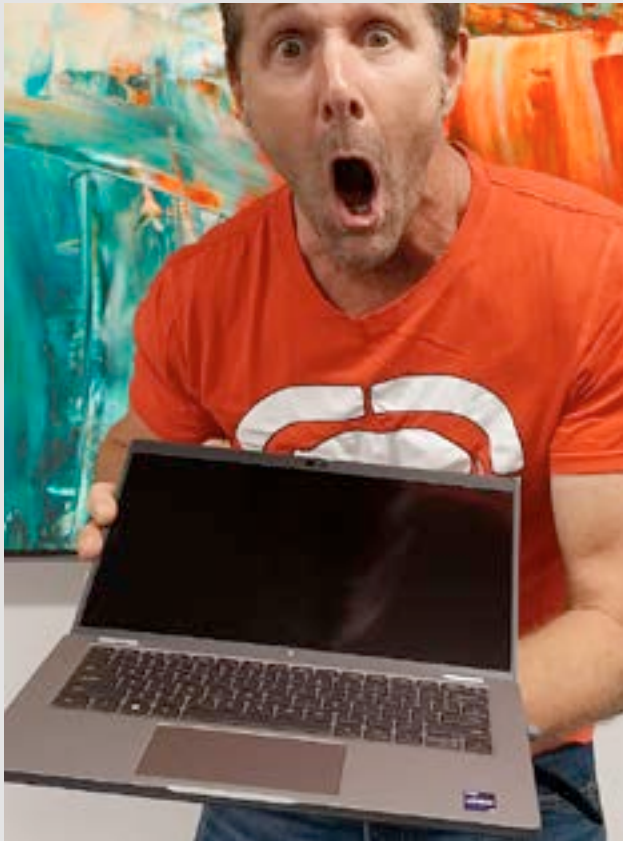
Laptop loan scheme

In 2023, the ANU Library launched a laptop loans service with five laptops available for two-day loans, thanks to funding from ANU Services and amenities (SSAF) Fund.

This amazing initiative allows ANU students to borrow a laptop for two days, with an option to extend their loan, giving them the time to finish any urgent assignments, get across coursework, or do some extra research.

All students need to do is type 'laptop loan' into the ANU Library SuperSearch (anulib. anu.edu.au) to check availability and head to the Information Desk at Chifley Library during business hours to collect the laptop!

The first laptop was borrowed within 2 hours of launching the scheme with all laptops on loan within a week.

The number of laptops available for loan has been doubled since the initiative launched to meet the need.

Hancock welcomes 1 millionth visitor since going 24/7

On Friday 1 September the staff at Hancock Library were excited to welcome the Library's millionth in-person visitor since opening 24/7 in 2019. The visitor, Rory Olsson, who is studying Engineering, entered Hancock mid-morning in early September and was delighted to receive some ANU merchandise including a water bottle and eco coffee cup, and a gift voucher for Harry Hartog Bookshop.
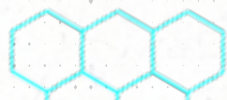
Streamlined reading lists

In 2023 we completed the full implementation of the Leganto Reading List system, which makes material more easily accessible for students. Leganto offers great improvements for academics, students and the Library when it comes to providing access to reading material. The integration with Wattle went live on 19 January. There are now over 170 reading lists published.

Graduate Attributes

Great work was initiated against the Graduate Attributes, following a strengths and gaps analysis in 2022.

Insight into Aboriginal and Torres Strait Islander Peoples' Knowledges and Indigenous Peoples' Perspectives

A project commenced in October to work with an Indigenous lead to develop the knowledge of staff and work with the academic community to enhance knowledge of the collections and actively support educational transformation.

The Library published the *Voice Referendum Guide,* which brings together material to assist in education and research at the University.
libguides.anu.edu.au/voice-to-parliament

The ANU Archives published *Indigenous Australians*, a guide to primary sources held across the business and labour, University, Pacific, and National AIDS Archive collections.
libguides.anu.edu.au/Indigenous-archives

Indigenous Cultural and Intellectual Property training was delivered by Terri Janke and company.

Capability to employ discipline-based knowledge in transdisciplinary problem solving

Thanks to Professor Gabriele Bammer for her leadership of a project to develop resources, guidance and staff knowledge of transdisciplinary problem solving. This extraordinary academic-led project is developing staff knowledge, with a great guide being launched in 2024.
libguides.anu.edu.au/transdisciplinary-problem-solving

Expertise for critical thinking

A major expansion of activities to support AI literacy occurred with the launch of the guide on Artificial Intelligence including generative AI. This guide harnesses emerging knowledge to provide a resource to develop the AI literacy of students and assist in the use of AI for teaching and learning.
libguides.anu.edu.au/generative-ai

Learning and teaching

During the year papers were provided to the Learning and Teaching Committee on:
- > Student Voice and Feedback
- > SIS Strategic Activities addressing the Learning and Teaching Strategy
- > Indigenous Knowledge – SIS Strategic Approach
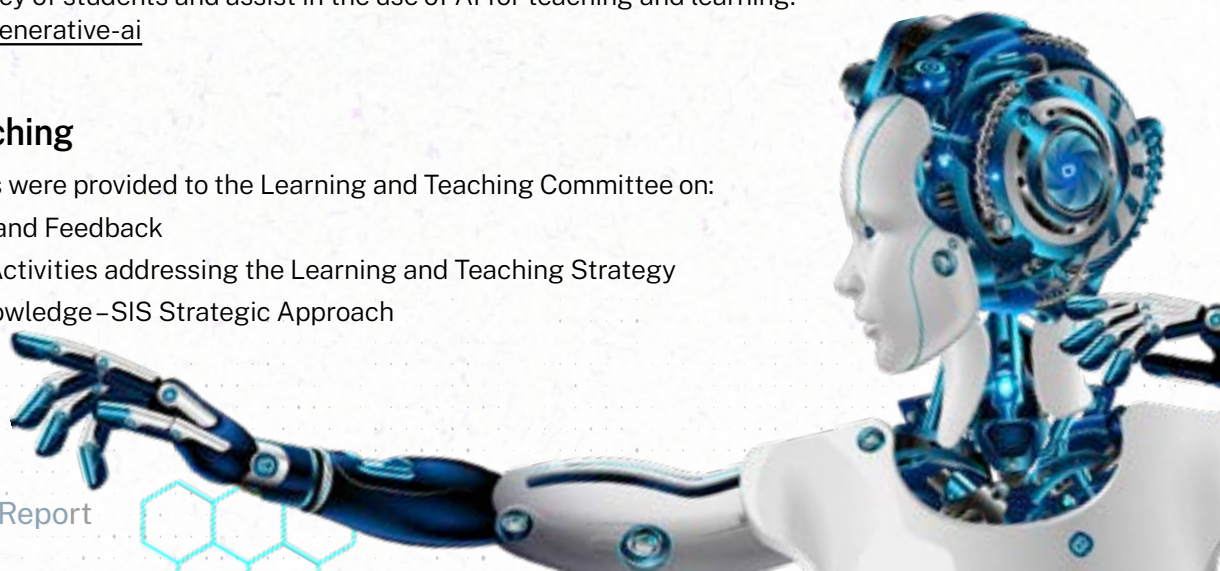
Infrastructure and data to support research

Our focus on treating our collection as research infrastructure led to a great deal of activity, in particular the commencement of a major project to move our offsite collection to a new facility. The project utilised an approach that combined people, processes and infrastructure.

Open access works downloads
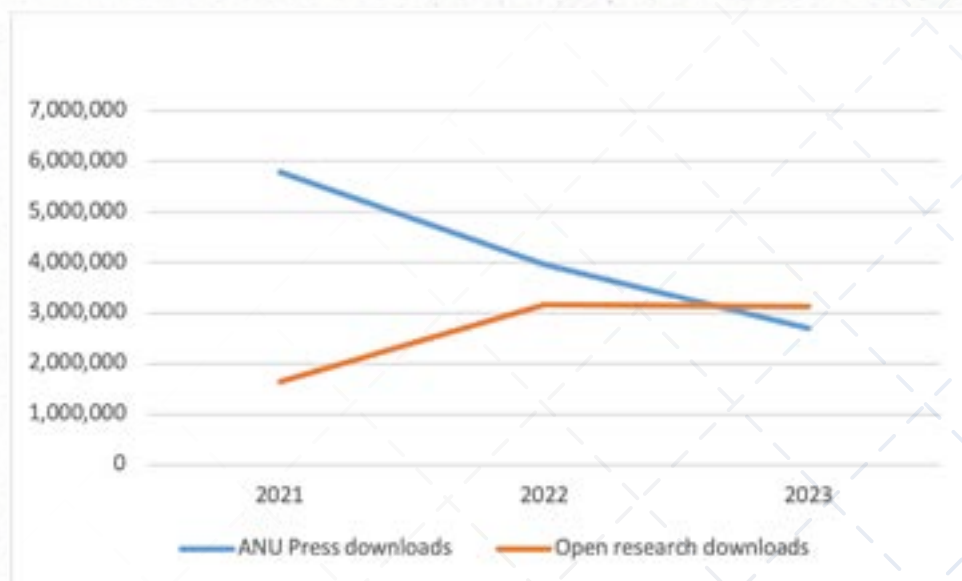
ANU Press	2021	2022	2023
Number of titles published	55	45	44
Press downloads	5,789,570	3,966,374	2,696,605

Open research	2021	2022	2023
Number of works digitised	23,119	3,073	31,233
Open research collection size (cumulative)	124,226	132,392	147,900
Open research downloads	1,645,760	3,159,925	3,136,690

Celebrating 100 million downloads from ANU Press and ANU Open Repository!

In late October 2023, ANU Open Research Repository and ANU Press reached over 100 million downloads of FREE titles, highlighting our commitment to open access information, and living the value that knowledge should be free to all.

We celebrated this great milestone with a ceremonial cake cutting with ANU Vice Chancellor Brian Schmidt on Thursday 2 November. A big thank you and congratulations to the ANU Press and ANU Open Research Repository teams for their commitment to ensuring that research published by ANU is made freely available, growing the impact of our researchers, and contributing to the development and knowledge available to future generations.

Read and publish — opening up access in partnership with publishers

The University's strategic plan 2021–2025 contains a commitment to:

> Strengthen our national mission and meet our unique responsibilities
> Develop and disseminate new ideas to increase innovation, understanding, democratic participation and prosperity
> Conduct research that transforms society and creates national capability
> Translate and communicate our research and shape national and global debates

The Library has chosen to participate in Read and Publish (RAP) agreements to optimise the impact of ANU authored works and increase the accessibility and dissemination of research generated by the University. There are 18 agreements that enable articles by ANU authors to be made available via open access without paying article processing fees.

In 2023 agreements were signed with the Company of Biologists, John Benjamins Publishing, Oxford University Press, Cambridge University Press, CSIRO Publishing and the American Pyschological Association.

From January to July in 2023, 190 articles were published under these agreements with A$903,168 in Article Processing Charges saved by the academic community.

Preliminary data shows 554 articles were published Open Access under these agreements in 2023, with a saving of almost $2.6 million. This is almost double the number of articles and savings from 2022.

ANU Press Music Series

The Music Series was launched by ANU Press. The first volumes were a landmark three-volume *Compleat Busoni* work by Professor Larry Sitsky. Malcolm Gillies wrote in *Quadrant* "Over their one thousand pages, this succession of volumes unfolds new insights into Busoni's career, style and beliefs … Sitsky in fact demonstrates his equal completeness as a musician".
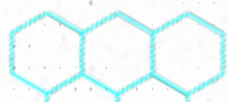
Physical infrastructure

Significant work occurred on physical infrastructure during 2023. The reroofing of the Chifley Library component of the hailstorm remediation was completed, with significant progress on the Law and Menzies Library roofs. ANU Archives material is stored in several repositories including part of the DA Brown Building. Termites were found in the building and were treated.

Most of the ANU Library physical collection is stored offsite, with approximately 45 kilometres of material held at the Hume Print Repository. Work commenced in December to begin moving the material to a new storage solution in Symonston.

Digitising the collection

Digitisation of the collection continued to make treasures available online to all researchers across the world with over 30,000 new items made openly available. Opening up these resources has led to new research that could not previously have occurred.

The Sydney Stock Exchange records (1900-1950), a major digital humanities project with a range of resources made available to assist researchers navigate through the data, enabled two publications:

> *Trading activity and sentiment on the Sydney Stock Exchange 1901-1950 Grant Fleming, Continuity Capita*l by Zhangxin (Frank) Liu, University of Western Australia; David Merrett University of Melbourne; Simon Ville University of Wollongong and Harvard University Paper to the Western Australian Economic History Summit 2022.

> Underpricing in a developing capital market: Australian equity issuances, 1920–39 by Grant Fleming, Zhangxin (Frank) Liu, David Merrett and Simon Ville, The Economic HistoryReview Volume 74, Issue 3 p. 831-855.
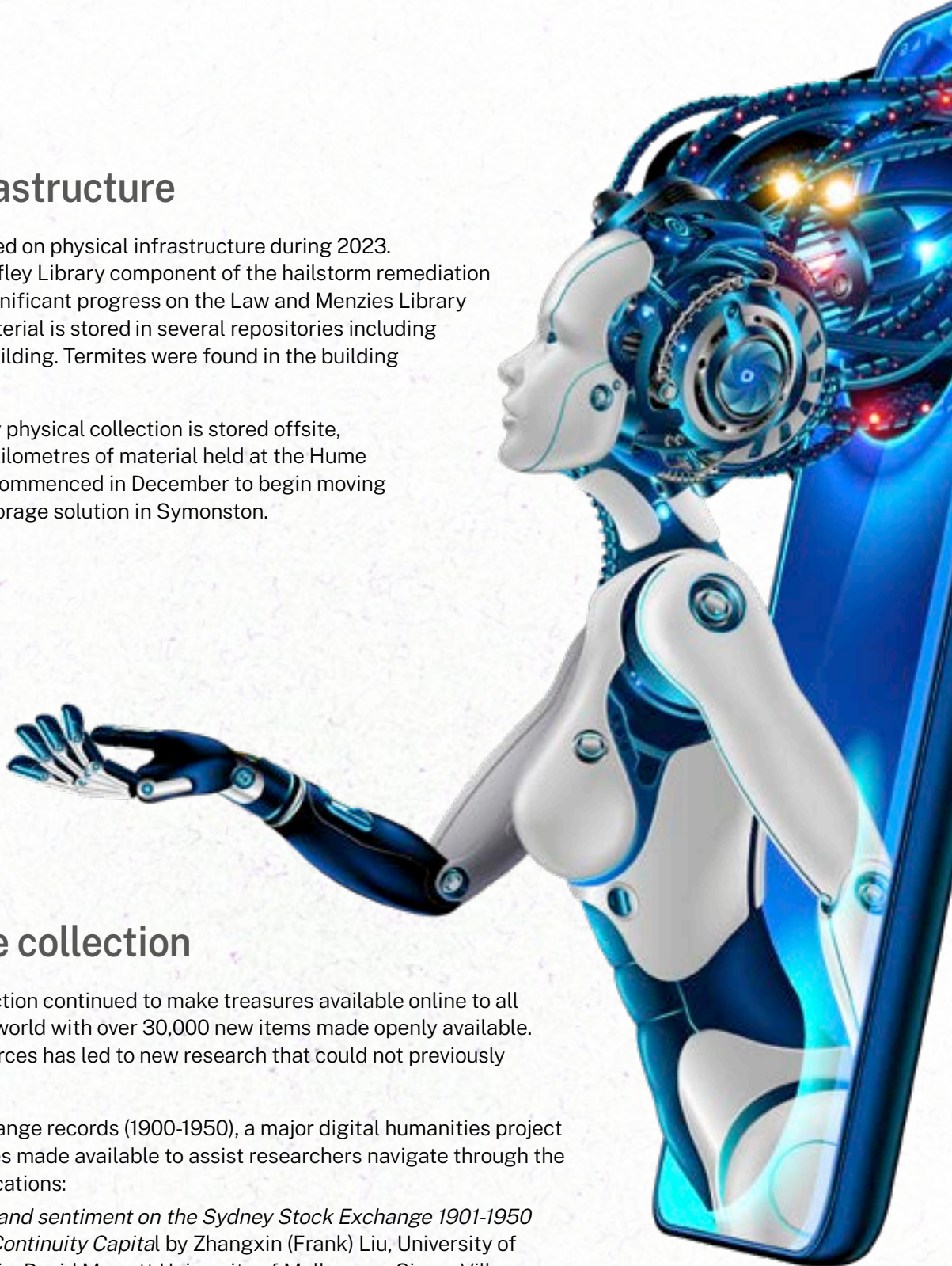
A selection of 2023 digitised material

Aboriginal Pastoral Company records

A selection of materials including maintenance, maternity, child endowment documents, wage books, and photographs relating to several pastoral companies are now available online. Some of the records include the Aboriginal and European names of people and their family members (usually their mother), plus their dates and places of birth. Records may also include information about the movements of Aboriginal people, such as when they arrived at a particular station. These records have been used in reparations schemes and stolen wages cases.


Ian Maddocks Pari photographs

This is a collection of photographs taken by Professor Ian Maddocks during his time living and working in Pari, Papua New Guinea in the 1960s and 1970s. Professor Maddocks and his wife Diana ran a village clinic in Pari, with Professor Maddocks also serving as Dean of Medicine at the University of Papua New Guinea. During his time in Pari, Professor Maddocks amassed a large amount of research about the local people and culture, including material on Pari anthropology, history, linguistics, and theology.

Diana Howlett Papua New Guinea slides

This stunning collection of colour slides was produced by geographer Professor Diana Howlett during her fieldwork in Papua New Guinea, Fiji, Kiribati, Tonga, Samoa, Tuvalu, Cook Islands, and Solomon Islands between the 1950s and 1980s. The slides provide visual documentation of the people and landscape of these nations, with a focus on agriculture and economic development.
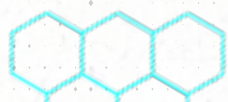
Supporting the operations of the University

An important aspect of the Division's operations is contributing to the effective operation of the University.

Significant work occurred to support data and information governance in 2023, including:

> The launch of a comprehensive new records training module, with over 4,100 staff completing the ANU Privacy Awareness module (as of September 2023)
> Many privacy information sessions were held with staff from across the University (including Student Administration & Academic Services, Planning & Service Performance, ITS Projects, College of Business & Economics and College of Asia & the Pacific)
> Online induction sessions on information and data governance at ANU were provided to all new staff. Topics covered included: data governance, information security, records management, privacy, freedom of information, and foreign interference
> Preparation and lodgement of the University's response to the Attorney General's Department Review of the Privacy Act
> The near completion of work on a data health check pilot project
> Working with key IT committees and fostering development of knowledge on data governance matters to support the Digital Master Plan stream 'Transforming Data at ANU'
> The preparation and tabling of a draft policy to the Academic Board on use of personal information for surveys.

Staff engagement and development was a major area of activity.

The SIS Symposium included:

> Welcome and plan for the symposium, Roxanne Missingham
> Introduction, Associate Professor Keturah Whitford
> Panel: *Academics Leading in Education and Research*:
  · Cameron Roles, Senior Lecturer, ANU College of Law
  · Dr Rosalie Aroni, Senior Lecturer in Health Science, Medical School, ANU College of Health & Medicine
  · Professor Rosalind Smith, ANU College of Arts & Social Sciences
> University perspective, Professor Sally Wheeler, DVC, International and Corporate

Presentations on activities in areas in SIS:

> Archives, Information governance and records
> SIS Communications
> Digital Scholarship
> ANU Press
> Australian Research Data Commons (ARDC)
> Library Collection and Access and Discovery (CAD)
> Library Client Services
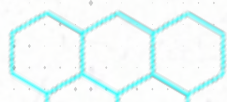
Outreach with expertise

Outreach to academic communities included a panel session at the Australian Association of Pacific Studies Conference *To Hell With Drowning*. *Navigating the Archives* convened by University Archivist Kathryn Dan featured speakers from the ANU Archives and Asia and Pacific library specialist, Jacky Clements. Following this engagement, the Library and Archives presented an introductory session for higher degree research (HDR) students in collaboration with the Pacific Manuscripts Bureau and the Pacific and Regional Archive for Digital Sources in Endangered Cultures (PARADESIC).

Archives staff presented archival literacy sessions for undergraduate and postgraduate students, providing an opportunity for hands-on exposure to primary source materials.

ANU Archives staff made key connections with researchers through two presentations at the Australian Society for the Study of Labour History conference, *(Re)Sources: Historical inquiry and Labour History Archives*.

University Librarian Roxanne Missingham was a member of the Ministerial Roundtable on Copyright and chaired the Universities Australia and Council of Australian University Librarians (CAUL) working groups on copyright, pursuing changes that would improve the research environment.

CartoGIS Services is a team of cartographic and geographic information system specialists located within SIS. During 2023 they offered a range of training sessions on the creation, analysis, management and promotion of maps and spatial data. They also created over 140 maps in collaboration with ANU researchers to aid in the communication of research.

Staff training & capabilities

Events included Indigenous Cultural and Intellectual Property (ICIP) training run by Terri Janke and Company.

Staff meeting speakers:

> Ms Sheren Al-Obaidi, Senior WHS Consultant Safety Management Systems and Audit
> Professor Royston Gustavson, Dean, Academic Quality
> James Brann, Director, University Experience
> Professor Maryanne Dever, PVC Digital and education
> Belinda Farrelly, ANU Secretary on Governance on the topic 'How does ANU make decisions and govern itself?'
> Megan Easton, policy guru on ANU policies
> Jonathon Churchill, CIO.

A detailed action plan was prepared for the Cultureamp survey.

Many activities were undertaken to support Work Health and Safety, including the launch of a new SIS WHS website, the 2023 SIS WHS Local plan, quarterly reports and many others.

Vale Vic Elliott

Serving as University Librarian at ANU from 1998 to 2010, Vic made a distinguished contribution to university libraries in Australian and New Zealand. He was a foundation member of the Steering Committee of the Australian National Data Service (ANDS) and a member of the Board of CLOCKSS. Prior to joining ANU he was University Librarian, University of Tasmania (1998-2003) and University Librarian, Victoria University of Wellington, New Zealand (1986-1997). He served as President of the New Zealand Library Association from 1990-1. Our deepest condolences to Alison and their children.

Looking ahead

2024 will be the next step on our journey to embed cybernetics in our approach to leadership, design, and many other innovative activities.

Statistics

	2023	2022	2021	Difference 2023-2022	Difference 2023-2021
Research services					
ANU Press					
Number of titles published	44	45	55	-2.2%	-20%
Press downloads	2,696,605	3,966,374	5,789,570	-32%	-53%
Open research					
Number of works digitised	31,233	3,073	23,119	916%	35%
Open research collection size (cumulative)	147,900	132,392	124,226	12%	19%
Open research downloads	3,136,690	3,159,925	1,645,760	-0.7%	91%
CartoGIS					
Consultations and visualisations	148	54	182	174%	-19%
Clients attending CartoGIS training	112	90	34	24%	229%

Student & academic capabilities

	2023	2022	2021	Difference 2023-2022	Difference 2023-2021
SIS engagement					
Clients attending training courses	15,608	7,700	16,083	103%	-2.95%
Number of training sessions	621	384	1,961	62%	-68%
Research consultations	3,054	1,511	n/a	102%	n/a
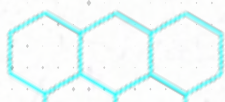
Statistics

	2023	2022	2021	Difference 2023-2022	Difference 2023-2021
Libraries & Archives					
Library collections					
Print resources borrowed	59,008	63,604	82,519	-7.2%	-28%
Electronic resources used	6,213,206	6,257,820	6,858,357	-0.7%	-9%
Library clients					
Reference enquiries	5,268	3,854	5,250	37%	0.3%
Other enquiries	17,909	6,281	11,456	185%	56%
Building visits	961,041	776,865	498,094	24%	93%
Archives					
Physical archives used	28,935	25,460	17,298	14%	67%
Archives enquiries	1,195	1,292	1,115	-7.5%	7.2%
Records					
Folders (manual creation)	33,386	3,361	4,069	893%	720%
Folders (automatic creation)	66,260	40,262	31,989	65%	107%
New documents (manual creation)	576,070	87,306	87,177	560%	561%
New documents (automatic creation)	508,283	230,873	183,806	120%	177%
Use of records (document views)	76,218	55,426	51,846	38%	47%
Document searches	274,174	105,239	180,310	161%	52%