



The Australian National University
Scholarly Information Services

Annual Report

2020

*New solutions for education &
research in a year of disasters*

Contents

2020: a year of challenge	1
Quarter 1 – bushfires, smoke, hailstorm and COVID-19	2
Quarter 2 – moving to support remote learning and study and reaching the world	4
Quarter 3 – maturing services to support remote learning and study, and reaching the world	7
Quarter 4 – digital transformation reaches new levels to support education and research	9
Highlights from the year	11
Performance indicators and statistics	14

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Scholarly Information Services
+61 2 6125 2003
roxanne.missingham@anu.edu.au

The Australian National University
Canberra ACT 2601 Australia
www.anu.edu.au

CRICOS Provider No. 00120C

2020: a year of challenge

"It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of Light, it was the season of Darkness, it was the spring of hope, it was the winter of despair"

— Charles Dickens, A Tale of Two Cities

Libraries, archives and scholarly publishing stand at the heart of a university and its mission. In a university committed to excellence, collections and services are key to delivering an exceptional education experience; providing a knowledge base for world class research; and achieving international viability and impact for the scholarly outputs of the university community.

2020 was a year like no other. The challenges created by disasters required new and innovative approaches in order to connect the community to knowledge at times when the campus was not accessible, and in subsequent months. Staff in the Scholarly Information Services Division rose to meet the community's needs with passion and care.

I would like to recognise the contribution of all staff. In a year when the disasters seemed endless – the service, innovation, and care shown to colleagues to ensure compliance with COVID-19 safety measures was exceptional.

I would like to express the University's appreciation of the work of Michael Saclier, head of the Noel Butlin Archives Centre 1972 –1997, who died unexpectedly on 3 April 2020, a casualty of COVID-19.

More broadly, major events also highlighted changes in the broader information environment. The opening up of the "Queen's papers" comprising correspondence between the Governor General and the Queen's office during the Whitlam sacking, revealed the importance of the documentary heritage of the nation. Achieving a new policy and commitment to Open Access at the University highlighted the national and international contribution that university research needs to achieve. Communication of research through the repository and ANU Press grew dramatically, achieving a record readership across the globe.

New work on privacy and data governance has commenced, strengthening the operation of all parts of the University. From this year of policy and frame working activities will grow an increased capability for those in divisions and colleges to deal with the information challenges of a modern university.

I thank all staff in the Division for an outstanding year – one all the more remarkable for achievements in a time of reduction in resourcing and physical challenges.

Professor Paul Pickering
Chair
Library Advisory Committee

Quarter 1 – bushfires, smoke, hailstorm and COVID-19

January/February/March

A new beginning – fire and hail

January saw the Division preparing for a year focused on student experience. With the two most heavily used libraries now open 24x7, student spaces were available for longer hours – although still insufficient to meet needs in pre-exam, exam and assignment periods.

The focus of collection building was hybrid – digital preferred, with print material available by request from academics.

The University closed due to heavy smoke for some days during January. This led to some backlogs in ordering titles for Semester 1.

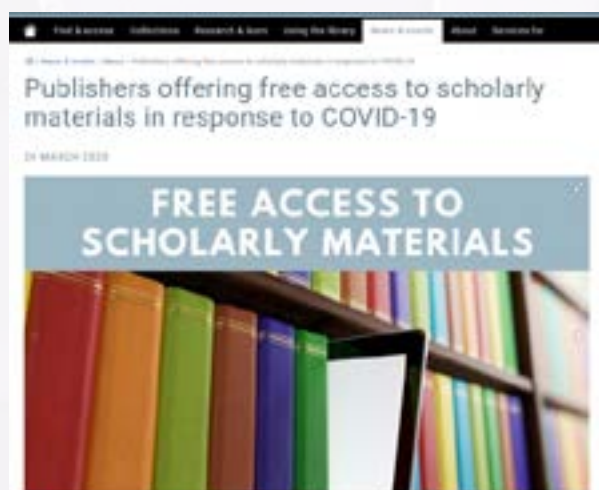
The hailstorm on 20 January had a huge impact on staff, with many cars destroyed. Three library roofs were also seriously damaged – JB Chifley, Law and RG Menzies Library – resulting in parts of the library being closed to library patrons. A staff collection retrieval service was offered during this time.

We hope to have the rectification work on the hail damaged roofs undertaken in 2021. Some services remain curtailed.



Collection damage

COVID-19 – scaling up to digital transformation



With the development of COVID-19 and move to remote teaching and study from late March services moved online. The Library commenced a program to move all training to Zoom and YouTube, with an emphasis on using a new pedagogy to support education in these complex times.

Collection building focused on access to online resources including:

- > working with vendors and publishers on resources that could be made freely available to the community (most required authentication and were “free” as there were no additional charges for the period of COVID-19)
- > acquiring digital copies of works required for education – staff worked closely with academics to find resources
- > making digital copies where possible, noting that most libraries around the world were not able to access their collection to provide interlibrary loan services.

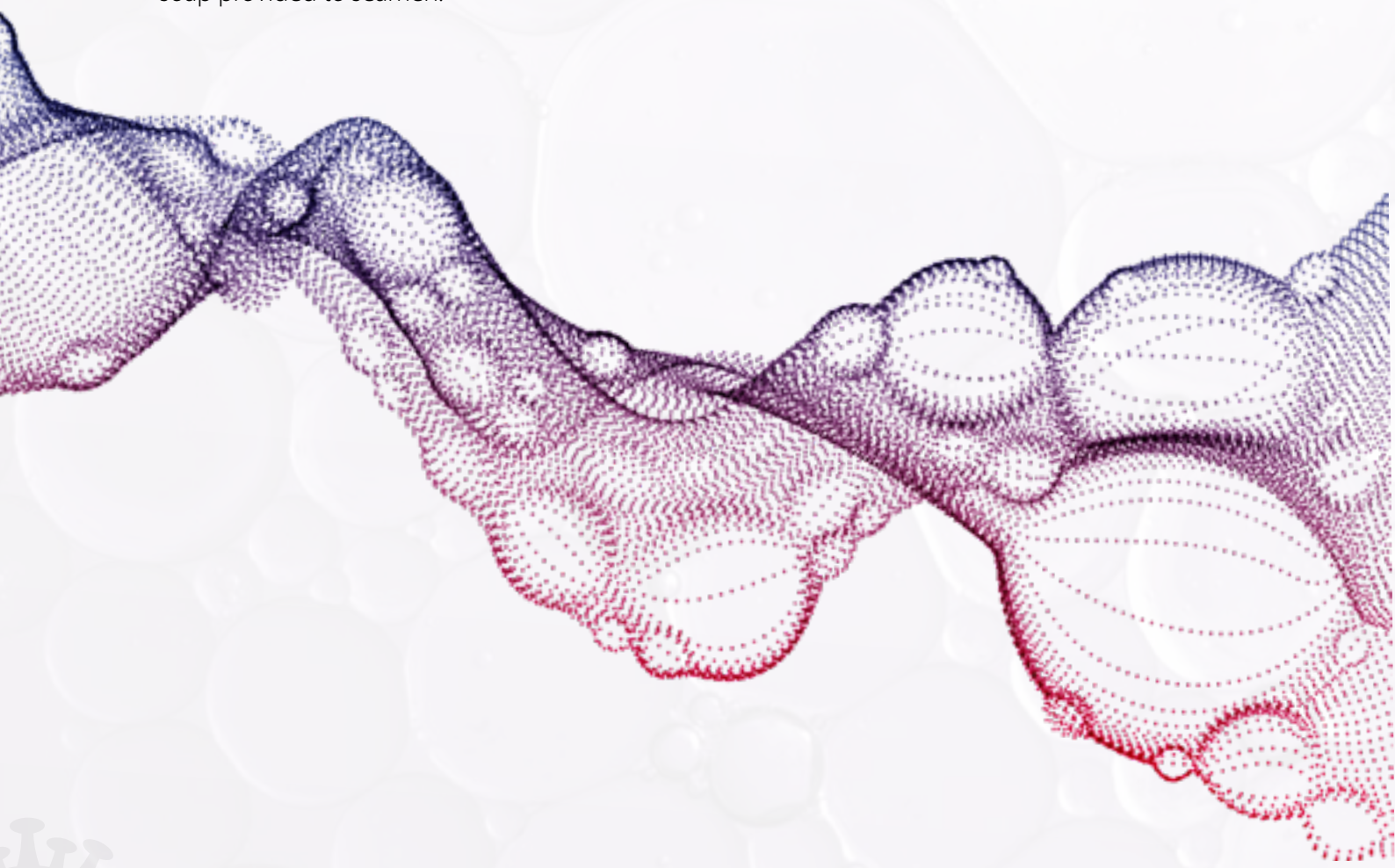
New online guides were developed for clients.

Reference and research support in the Library and Archives moved fully online.

Freedom of Information (FOI) and Records Management training and support moved to a fully online model.

Client service highlights

Archives hosted a delegation from the Maritime Industry Australia Limited (MIAL), the industry and employer association that is successor to shipowners’ associations dating back to the 19th century. Records of MIAL and predecessors are held at ANU and this visit marked the completion of major descriptive work on the records. Archives staff brought the records to life through an interactive role-play for MIAL board members based on the records of a 1951 dispute over food and the brand of soap provided to seamen.



Quarter 2 – moving to support remote learning and study and reaching the world

April/May/June

Digital transformation in services



After the move to remote learning and work, the JB Chifley Library remained open to library patrons 24x7. This provided full access for clients to digital resources and a weekly delivery process from collections in closed branches. The rapid collection transition to digital continued, with new initiatives to acquire digital material as many traditional sources had closed during this period.

Support was provided to the University community through:

- > creation of recording studios that enabled lecturers to record and deliver online lectures
- > support for digital examination processes including use of spaces; a privacy impact assessment; and participation in the University working party.

All training and support for patrons was moved online, with remarkable success. The Digital Literacy courses were heavily used, particularly by Higher Degree by Research students. ANU Archives delivered online sessions to students in courses in the Colleges of Asia and the Pacific and Arts and Social Sciences.

The Electronic Records Management System was successfully moved to the cloud, providing more stable and enhanced services.

A program commenced to build the digital competencies of all staff in the division. Staff from the Library, Archives, Records, ANU Press, Digital Scholarship, and SIS Communications gave sessions focused on a wide range of scholarly and digital capabilities.

Library and archive building reopening

Physical libraries reopened on 2 June 2020, providing access to the collection; study spaces; technology facilities; and special spaces. Many staff worked remotely part-time to accommodate their needs and operational needs.

A COVID-19 return to work plan was prepared consistent with the University's procedures which, along with weekly reporting from each location and regular inspections, ensured that the workplace was COVID-19 safe. A very considerable commitment was made to work health and safety matters.

Academics and students continued to use the services primarily online. Many requested collection items that were either posted or scanned and sent to them, to enable their study to be as good an experience as possible.



International leadership

The Division made a significant contribution to the International Alliance of Research Universities through preparing a report on access to services and collections in member libraries. This report was published through the Alliance website. Information was shared by the libraries that assisted students and academics to access collection material and supported the sharing of information on practices between libraries.

The ANU Library opened up access to significant ANU research through HathiTrust. HathiTrust is a partnership of academic and research institutions, offering a collection of millions of titles digitised from libraries around the world.

We opened up access to around 2,700 works published by the University. This research covers a broad range of subject areas including Pacific Linguistics; Strategic and Defence Studies; Pacific Archaeology; Japanese Studies; Aboriginal Economic Policy Research; Economics; Environmental Studies; and more. The research contributed to HathiTrust dates back to 1950, and comes from world recognised experts such as Stuart Harris, Paul Dibb, Fred Gruen, Des Ball and Helen Wilson. Materials were developed by both current and former scholarly areas from across the University including ANU Press; the Research School of Social Sciences; Research School of Pacific Studies; Strategic and Defence Studies Centre; the Institute of Advanced Studies; and many others.

The material is now accessible through the HathiTrust website, and the ANU Library Catalogue and SuperSearch.



Contributing to a world-class university: ANU Library, Archives & Press



COVID-19 remote work & study period

March-June 2020

Library use

179,944 visits during this period

Increase in collection use

1.14m total users of collection
> 20,877 print resources
> 1.12m eResources

Increase in Open Access use

> 2,088,710 total downloads
> ANU Press & the Open Research repository

JB Chifley Library remained open. Art & Music, Hancock, Law, Menzies and the Print Repository were closed

Resources from every Library branch were accessible

Exam support provided

Privacy work completed

Zoom @ noon sessions held

Staff Skills Development Program initiated anulib.anu.edu.au/staff-skills — 13 sessions were run, with 452 participants

1.4m visits



Students using the Library

1.4m visits to the Library and use of study spaces*

"I could not do my PhD without it"

Library research collection use

"ANU saves \$94.8m per year by having the print and online library collection, rather than solely using Inter-Library Loan"



7.1m searches & downloads
of Library and Archive collections*

ANU research to the world



Increase to 6.9m downloads
of Open Research materials*

> 4.66m ANU Press downloads
> 2.24m Open Research & ANU Research collection downloads

83% of downloads were
from outside Australia



Research collection highlights

UNESCO Memory of the World Register

Professor Frank Fenner papers added

All ANU theses digitised

All ANU theses from 1954–2018 has been digitised

> over 14,000 theses available online
> average use of theses grew from 0 to 239 downloads per year
> increase in citations

Innovation & collaboration



ANU Asia-Pacific Map Collection (CAP) now available through Open Research repository

New HDR support & training program launched

Language text book series launched

Academic & student training – 8,000+ attendees

Research grants

> Australian Research Data Commons (NCRIS)
> AARNET – for Sydney stock exchange digital project

Supporting efficiency

61,000 hours saved
by Electronic Records Management System
> 15 minutes per record

Legislation work and advice

> Privacy Act 1988
> Copyright Act 1968
> Freedom of Information Act 1982
> Archives Act 1983



ANU Scholarly Information Services — July 2020

* Based on 2019 statistics

Quarter 3 – maturing services to support remote learning and study, and reaching the world

July/August/September

Digital maturity

Selected Statistics for the quarter

- > 2,275 resources on reserve for courses (including scanned articles and chapters and 2 hour loans) – 13% increase on 2019
- > Use of online guides – 43,171 – a 290% increase from 2019

A range of services were introduced in Semester 2 to assist the community use collections, services and publications.

A chatbot was introduced to enable easy access to online advice from the Library.

Prof James Fox provided an assessment of the success of the ANU Press in its online innovative publishing in the first six months for 2020 – “Around the world, the need to access information during the COVID lockdown has enhanced the open-access movement. ANU Press is the world’s largest open-access university press: last year its publications had over 4.6 million downloads, but these numbers have now skyrocketed. Since March 2020, ANU Press has seen a 44% rise in downloads.”

Conversion to online courses and guidance was complete with a significant increase in use of the resources.

The skills development program continued – with more than 400 participants in the sessions over the year.



Innovations in collection access

Remote education had required a transformation in collection building and development of partnerships of access to digital resources. With the reopening of the physical libraries, clients needed better and more seamless access to the collections. After the pilot when branches were closed, the online 'Click and Collect' service was developed, to enable clients to request material from any location be delivered to the JB Chifley and WK Hancock libraries for collection 24x7. The work on the Integrated Library Management System has resulted in a service that is easy to use and enhances student experience.

In addition, loan limits were increased to enable those who had limited access to the campus to have a better experience and remove red tape.

National collaboration

The Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) and the ANU Library refreshed the Memorandum of Understanding regarding services and cooperation between the AIATSIS Family History Unit and the Noel Butlin Archives Centre. ANU Archives hosted a visit from the AIATSIS Family History Unit's staff and both organisations have reviewed their fact sheets and finding aids as a result.

University Archivist Kathryn Dan collaborated with the Archives at the Academy of Science providing advice on archives management and digitisation as a member of the Academy's Archive Digitisation Advisory Group. This successfully concluded in September with the Group's final report including recommendations on proposed workflows and systems.

University Librarian Roxanne Missingham undertook a survey for the Council of Australian University Librarians (CAUL) on Copyright and COVID-19. The report was published online and presented to the CAUL Board, Universities Australia and the Department of Infrastructure, Transport, Regional Development and Communications.



Quarter 4 – digital transformation reaches new levels to support education and research

October/November/December

Digital transformation – next steps

ANU COVID-19 Digital Archive

The coronavirus pandemic has had an extraordinary impact on the world and the ANU community.

Launched in November, the ANU COVID-19 Digital Archive reflects the leadership role, research contribution and local experience of the University during the COVID-19 pandemic. Through this initiative, SIS selects and preserves statements and research outputs that have guided the university and the nation. This digital archive aims to capture the ANU community experience through records from staff, students and supporters. It includes:

- > [ANU COVID-19 Research](#)
- > [ANU students and staff: share your experience](#)
- > [ANU information on COVID-19](#)
- > [Links and online information](#)



In Open Access Week, we launched a completely redeveloped ANU Data Commons – the University's own data repository.

The ANU Data Commons collects, maintains, preserves, promotes and disseminates research data. It holds a variety of research data about research projects, research datasets, services and researchers.

Distinguished Professor Genevieve Bell was excited to share this news with the ANU community, stating that "more than ever, we are living in a data-driven, digital world. Everything we do produces data, and at the same time data is shaping our world and our futures."

The Alliance system used for collaboration was completed replaced with Microsoft toolset, including SharePoint, after a 5-year project. Outstanding work on connection with ERMS is planned to be implemented in 2021.

A new online request system was implemented for Freedom of Information enquiries that streamlines the processes and improves the applicant's experience.

Spaces – Hancock basement transformed and another fire

In October a new study space in the Hancock Library basement was opened, filling an important gap in student support.

Over 80 students can now use this area, which is open 24 hours a day, 7 days a week. Professor Grady Venville, Deputy Vice-Chancellor (Academic) launched the basement on Wednesday 21 October 2020.



This renovation came as an indirect result of the 2018 Chifley Library flood, which provided the ANU Library an opportunity to re-evaluate how library spaces can best meet student needs. Facilities and Services worked exceptionally well to achieve the renovation.

Thanks to the enormous work by ANU Library staff, the collection that was previously stored in the Hancock basement has been relocated, primarily to the Print Repository in Hume.

The study space has been equipped with furniture and posters that highlight the work of the ANU Design Studio led by Fred Ward from 1954–1961.

Smoke closed the year – a fire outside the DA Brown building on 25 November impacted ANU Archives storage areas with significant smoke. Collection material was not damaged. The result is limited access and highlights that the collections are not safely housed.

National collaboration and leadership

A new Open Access Policy suite, which includes the first commitment to open data by an Australian university, was been approved by the Vice Chancellor.

Professor Joan Leach, chair of Academic Board, notes that “The Academic Board recommended the policies after serious consideration. The Board recognises the importance of making ANU research available to the nation and indeed the world. ANU research reaches every country and contributes to new policy, as well to knowledge that is helping address critical issues – including science policy, anthropology, pandemic research and human rights.”



The ANU Archives contributed to the Pacific Virtual Museum pilot project launched the site digitalpasifik.org, a portal enabling access to digitised cultural heritage of the Pacific held in collections around the world. ANU participated throughout the year in the co-design group and will supply content via the National Library of Australia's Trove service.



The Archives lecture was presented successfully as an online event by Associate Professor Ruth Morgan on the topic of ‘Archives for a dry and drying land’. The lecture is available online and has had over 200 views.

Highlights from the year

ANU Press



With over 920 titles, ANU Press was the first and is now the largest open-access university press in the world.

Rebuilding the JB Chifley Library collection

ANU Library staff continue to work with suppliers and publishers in Australia and overseas to rebuild the JB Chifley Library collections lost in the 2018 flooding incident.

More than 32,000 items have been replaced so far and are available for use. A complete list of [flood replacement titles](#) is accessible through the ANU Library catalogue.

Recent flood replacement acquisitions include:

Scanned digital PDF images of [George Augustus Robinson papers](#) replacing 46 microfilm reels lost in the flood – a significant resource in the field of Australian ethno history and an important cultural repository for South Eastern Indigenous communities.

The Times Literary Supplement Historical Archive, 2015 –2019 – this add-on online module has been purchased to replace the print issues lost in the flood and to extend our existing archive covering the years 1902 –2014. A rich resource for following the developments of debate, opinion and perspective.

[Theologische Realenzyklopädie Online](#)– an exact reproduction of the 36 print volume set lost in the flood. This is a unique internationally-oriented reference work representing the present state of theological research as a whole.

[The Dictionary of Australian artists: painters, sketchers, photographers and engravers to 1870](#) / edited by Joan Kerr – a comprehensive reference work focusing on the Australian colonial period, containing over a million words describing some 3,000 artists.

Donations

We would like to thank all the donors who have so generously contributed 3,362 replacement titles to the Library since the 2018 flooding incident. All these items have been catalogued and are available for loan in the JB Chifley Library.

Digitisation

A wide range of resources were digitised to support education and research. Highlights include the following.

Tooth Hotel Albums – Sydney and Country Pubs

The Tooth & Co. Ltd collection continues to be one of the most requested collections in the ANU Archives as patrons, local historians, genealogists, architects and heritage professionals have shown a great interest in the institution of the Australian Pub. These albums include some of the earliest photographs in the collection as well as interior photographs of hotels and pubs from all over New South Wales. 1,258 photographs



have been digitised and join the [vast collection of Tooth & Company Hotel Cards on Open Research](#).

The Land of the Lyrebird:

A Story of Early Settlement in the Great Forest of South Gippsland

First printed in 1920, [The Land of the Lyrebird](#) records the settlement of South Gippsland by Europeans as written and compiled by the South Gippsland Pioneers Association. The volume contains first-hand accounts of settlement; early photographs of land clearing; documentation of the development of South Gippsland into pastoral land; and records of the annual rainfall in Gippsland from the time of settlement. Marking 100 years since it was published, it has now been uploaded to Open Research as the first online open access copy.

Charles Morris Woodford's Journals

The [Charles Morris Woodford collection](#) contains diaries; photographs; correspondence; sketches; and research notes related to the natural history, geography and ethnography of the Solomon Islands and other Pacific Islands from 1884–1915. Woodford made a number of expeditions to the Solomon Islands where he was the first white man to travel significantly inland. As such, his journals represent the earliest written accounts of those areas.

Burns Philp Ship Ledgers

These [Burns Philp ship ledgers](#) outline the reporting of ships clearing customs in Sydney and instructions to ship pursers and agents running vessels in the British, New Guinea Service of the Shipping Company Burns Philp and Co. The records show the operations of Burns Philp and Co. in the South Pacific prior to and after the establishment of the South Seas branch, which became the largest subsidiary of Burns Philp and Co.

Resources and staffing

The ANU financial strategy resulted in a number of changes within the division. I would like to acknowledge the exceptional contribution of all staff. 29 staff have separated in 2020/21 under the ECF. I thank all for their work – we will miss them.

Privacy and data governance

2020 saw extensive work to support increase the maturity of operational staff across the university. Great developments occurred in:

- > advice on system requirements and projects
- > new webpages on advice for events
- > advice on appropriate disclosure practices
- > consent collection templates
- > contractual clauses (APPs and GDPR).

Performance indicators and statistics

Enhancing excellence in research and research communication	Progress on Chifley collection – number of replacement titles	Total flood items lost that are now available 32,428 (28.3% of lost items) 3,357 are from donations
	Number of Open Access scholarly works added from HathiTrust	2,172 items added for access
	Number of works digitised	15,695
	Archive collection use – number of archives used	18,011 (this has been affected by campus disruptions)
	Collection relocation completed	
Enhancing excellence in education	Digital collection use	6,387,361
	Print use	76,755
	New guides and support services	54 video training sessions on YouTube 4 new LibGuides
	Recommendations from Student Experience project implemented	Paused (affected by COVID-19)
	Reference enquiries	20,254
Learning spaces	Proposal for new collection store and library	Proposal received from consultant
	Roof work in Chifley, Law and Menzies Libraries	Scheduled for 2021
	Infoscreen replacement	Project completed
	Digital Scholarship project	Delayed (affected by COVID-19)
	Library visitation	571,855 (decrease due to 2020 disruptions)
	Digital learning– participation	6,251 (some disruption while physical courses moved to digital formatting)

Performance indicators and statistics

Contribute to engagement and impact of research	Repository Research downloads	2,730,846
	Repository Research number of resources	116,106
	ANU Press downloads	3,797,452
	ANU Press number of titles published	68
	Data Commons	Website launched
	ANU Press – top 10 most downloaded titles	<ul style="list-style-type: none"> > The personality cult of Stalin in Soviet posters, 1929–1953 > China's 40 Years of Reform and Development: 1978–2018 > The Military and Democracy in Asia and the Pacific > Degei's Descendants > The Joy of Sanskrit > Successful Public Policy > ANU Undergraduate Research Journal: Vol. Five, 2013 > The Austronesians > Regulatory Theory > Aboriginal Placenames
	Workforce initiatives	Skills development program commenced
	ERMS use– new folders and documents	42,620
Developing a culture of professional excellence	ERMS use– searches	279,707
	ERMS dashboard live for all areas	completed
Policies	Open Access policy and procedures updated	completed

Privacy at a glance

Type of request	2020	2019
Enquiries/complaints		
Total email enquiries	330	350*
Data releases by Privacy Officer	2	151*
Internal complaints	4	2
Complaints to the OAIC	1	3
OAIC conferences (prima facie complaint)	2	1
Data breaches		
Notifiable data breaches	0	1
Non-notifiable data breaches	10	3
Privacy Impact Assessments (PIAs)		
Completed	23	15
In progress	13	N/A
Threshold assessment (PIA not required)	7	3
Training		
Completions of ANU Privacy Awareness Training module	393	559
Workshops/presentations	5	4

*NB: 2019 data includes enquiries from the 2018 data breach notification

Freedom of Information

The University received fewer FOI applications and information access requests in 2020 than in 2019.

Type of request	2019	2020
Student or personnel records (personal information)	11	11
Topical requests e.g.	71	47
<ul style="list-style-type: none"> > Data regarding number of Bachelor of Law graduates > ANU grade distributions in the last two years > Number of international students who enter ANU through ANU College > COVIDSafe app event > Proctorio results for students with disability > Student Services Amenities Fees data 2020 		
Consultation requests from other agencies	5	4

Reviews and complaints (notified in 2020)	2020 (as at 3 Nov)
Internal Review of access decisions	3
Information Commissioner – review of access decisions	4
Information Commissioner – complaint	1