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Executive summary

2021 was a year with continuing challenges from the pandemic that affected universities across Australia.

Activities in the Scholarly Information Services (SIS) Division flexibly pivoted to online service delivery and innovative approaches to opening up access to the print collections.

Increasing collections and access to digital scholarly resources was critical during the transformation to support education. This included publication by the ANU Press; acquisition through the Library; development of student capabilities and learning support through online initiatives; and collection access through Click & Collect.

In January, CartoGIS and Academic Skills teams joined the Division to integrate the provision of scholarly support and student development. Both teams have enhanced the operation of services. The integration of services will provide a better experience for students and academics to holistically support education and research, and to develop new frameworks for services.

Great care was taken to understand and extend support to the ANU community during this period of pressure and changing circumstances. Overdue loan fees were waived, recognising the need to support students when access to the University campus was difficult and limited. During lockdown, students and academics with a need to access the Library were able to apply for access thanks to a process developed with the Community Wellbeing Team and the Deputy Vice Chancellor Academic.

Major challenges ahead for the Division include:

- completing the flood replacement project to replace the more than 300,000 items lost in the JB Chifley Library flooding of 2018
- roof replacement in the Law, Menzies and Chifley branches, after significant damage was sustained during the 2020 hailstorm leading to water leaks, regular outbreaks of black mould, and continuing destruction of collection material
- digitisation of collection material at risk of loss (particularly audio-visual material)
- replacement of aged library software, and
- review of service levels and work practices taking account of the 27 individuals who took mutually agreed separations and new responsibilities given to the Division.

All SIS staff provided an extraordinary level of support to their colleagues in the Division as well as to students, academics, and the broader ANU community. New skills and ways of working were developed to work off-campus and to innovatively provide on-campus support within the constraints of the pandemic. The abilities and skills of SIS staff will contribute to further developments in 2022 and beyond.

I commend every member of the team for their collegiality, compassion, and dedication. The Library Advisory Committee and ANU community pass on their appreciation.

Thank you for the difference you made to the University in 2021.

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Strengthening our national mission and meeting our unique responsibilities

Key performance indicators

**ANU Press**
- 55 titles published (-19%)
- 5.7 million downloads (+5%)

**Highlights**
- Unique internationally significant collections digitised
- Xu Dishan collection 2.83 million downloads

SIS contributes significantly to the University’s national mission through the publication and communication of an extraordinary range of research. 2021 saw great success through the activities of ANU Press, the digitisation program, and collection building through relationships with embassies.

**ANU Press**

Awards recognised the significance of the publications of the Press – three books won awards and three were shortlisted.

**Winner, 2021 Chief Minister’s Northern Territory History Book Award**


**Winner, 2021 Victorian Community History Award**

*On Taungurung Land*, Sharing History and Culture, By Roy Henry Patterson, Jennifer Jones

**Winner, 2021 Christine M Adler Book Award, Australian and New Zealand Society of Criminology**

*Towards Human Rights Compliance in Australian Prisons*, by Anita Mackay
Successful Public Policy was cited in the background paper for the 2021 Statement on the long-term discal position: how fiscal strategy affects loving standards produced by the New Zealand Treasury. The influence of the Press was recognised through more than 10,500 social media mentions of books published in 2021, and a reach of around 265,000 individuals for Asian and Pacific titles with a program jointly funded by the College of Asia and the Pacific and the Division.

New titles published included:

- **History Wars**
- **Politics, Policy and Public Administration in Theory and Practice**
- **The Viṣṇu Purāṇa**

Shortlisted, 2021 Victorian Community History Award

Kurrburra (Koala) the Boonwurrung Wirrirrap and Bard (1797-1849) – A Man of High Degree, by Ian D. Clark, Rolf Schlagloth, Fred (David) Cahir, Gabrielle McGinni

Shortlisted, 2021 New South Wales Premiers Award, Australian History Prize

A Bridge Between: Spanish Benedictine Missionary Women in Australia, by Katharine Massam

Shortlisted, 2021 Educational Publishing Awards Australia, Scholarly Book of the Year

Goodna girls: A History of Children in a Queensland Mental Asylum, by Adele Chynoweth
Digitising the Xu Dishan collection

In 1950, the Australian National University acquired the collection of works in Chinese of eminent scholar and educator Xu Dishan 许地山. The collection contains many rare editions and suspected orphaned sacred books on Buddhism, Taoism and other missionary publications. It includes titles published as early as 1411.

The digitisation of the collection was completed with a new website created to showcase the collection. The scholarly portal includes related materials and researchers’ analysis of the importance of Xu Dishan and the collection.

For the first time, the rare titles are accessible to all. Scholars around the world have significantly benefited from access to the collection. There have been more than 2.83 million downloads of digitised titles from countries including China, United States, United Kingdom, Germany, Taiwan, Singapore, Hong Kong, Australia, and Canada.

The Xu Dishan collection is a significant example of the benefits of making information open access, as researchers worldwide continue to request access to Xu Dishan’s studies, scholarship and literature. The international interest stems from the rarity of items, in particular the items on Daoism and Buddhism, many of which did not survive in China.

Ms Gao Rui, Counsellor of the Embassy, Chinese Embassy and Associate Professor Ben Hillman, currently the Interim Director of the Australian Centre on China in the World reflected on the importance of the collection at the launch, a recording is available on the ANU Library YouTube channel.

Donation from High Commission of India

A collection of 51 culturally significant works was generously presented by Ruchika Jain, First Secretary (Press Information Culture & Education), High Commission of India, Canberra, on 20 July 2021 at the RG Menzies Library.

The books consist of well-known titles in Hindi/English; regional classics; and books on popular Indian stories, penned by eminent Indian authors.

Associate Professor Peter Friedlander and Dr Chris Diamond (both from the ANU School of Culture, History & Language), assisted with the acquisition.

Collection presented by Ruchika Jain (First Secretary, High Commission of India, Canberra) to Roxanne Missingham (University Librarian, ANU)
Supporting research that transforms society and creates national capability

Key performance indicators

Open Research repository
- 61,251 works digitised (+290%)
- 128,601 research works online (+10%)
- 3.2 million downloads (+17%)

ANU Archives
- Collection use 17,298 (-4%)
- Enquiries 1,115 (-5%)

Highlights
- New research archives

SIS supports research within the University with our ever-increasing collections, including data collections. The Division supports the transformation of society by making the University’s research available to the world.

2021 saw major activities with the launch of the ANU COVID-19 digital archive; by opening up ANU published research in partnership with HathiTrust; and through initiatives to promote and increase the archives collections.

ANU COVID-19 Digital Archive

The coronavirus pandemic has had an extraordinary impact on the world and the ANU community. This digital archive reflects the leadership role, research contribution and local experience of the University during the COVID-19 pandemic.
Through this initiative, the Division selects and preserve statements and research outputs that have guided the university and the nation. It also provides access to all ANU research outputs on COVID-19 and captures the ANU community experience through records from staff, students and supporters.

Content in this Digital Archive will help researchers understand the impact of the pandemic on the ANU community.

Opening up access to ANU published research

Many publications of the University over its 75-year history have been digitised and are held in libraries around the world. Copyright legislation means that these are often inaccessible and cannot contribute successfully to further research and social change.

In 2021, further work with HathiTrust, a not-for-profit collaborative of academic and research libraries preserving over 17 million digitised items, led to opening up access to a further 660 ANU publications.

This initiative has increased access to particular of works of the University from the 1960s through to the 1990s, including significant reports on defence, security, Asia, the Pacific, languages, and social policy issues.

Archives – increasing collections and knowledge

The 2021 Archives annual lecture by Dr Anthea Hyslop brought extraordinarily significant archives of the Australian experience and response to the pneumonic influenza of 1918-1919 to light. Records and recollections: the pneumonic influenza pandemic of 1918-1919 drew on both public records and private memories to show how personal experiences illuminate and enrich our understanding of the impact the ‘flu’ pandemic had in Australia. The lecture is now available to watch online, and responses to the Q&A during the webinar are available here.

Archives from the Australian Agricultural Company were featured on the SBS program Who do you think you are? during the Chris Bath episode. ANU Archivist Rachel Armstrong highlighted the significance of these archives.

The ANU Archives provided significant support for the ANU 75 anniversary celebrations. The archives were used extensively in the University’s Spirit of Inquiry: 75 years of ANU which is both a history and interactive digital resource.

Papers from influential academics and administrators were added to the Pacific Research Archives expansion, including Jim Sinclair, Bill Standish, Philip Hughes, Jack Golson and Matthew Spriggs.
Delivering a student experience equal to the world’s best

Key performance indicators

Library collection use
- E-resources downloads 6,841,076 (+7%)
- Print resources borrowed 77,068 (+0.4%)
- Reference enquiries 15,311 (-24%)
- Visitors to the building 466,934 (-18%)
- Skills sessions attendees 23,637

Highlights
- Innovations in training and collection access
- Opening the Law Library 24/7
- Major expansion of Alumni resources

At the heart of the University and the Division is a passion to ensure that the student experience at the University is world class.

There have been great challenges to delivering support during the pandemic; stewarding collections in a time when the Law, Menzies and Chifley branches have roof leaks due to the 2020 hailstorm; difficulties in acquiring material from publishers and vendors (primarily due to COVID-19); and adapting to remote education.

Client survey

The Library undertook the Insync survey, a biennial survey of student experience, in 2021. Clients identified three key needs:
- online resources (e.g. online articles, databases, eBooks) are useful for my studies and help me with my learning and research needs
- when I am away from campus, I can access the Library resources and services I need
- Library search facilities enable me to find relevant library resources quickly.

Our top performing area was support from library staff to meet student and academic needs. Sadly, overall the ANU Library was in the lowest quartile in the benchmarking group, primarily due to the loss of collection material through physical damage to libraries.

The action plan identifies actions against the five highest issues for improvement:
- information resources located in the Library meet my learning and research needs
- online resources are useful for my studies and help me with my learning and research needs
- Library search facilities enable me to find relevant library resources quickly
- the items I’m looking for on the Library shelves are usually there
- I find it easy to use mobile devices to access online resources.
Flood collection replacement

Major work by the flood replacement team has led to an outstanding level of replaced titles, as well as new purchases to add material where replacements cannot be purchased (where material is unavailable on the second-hand market, or new from publishers or vendors).

In summary:

> over 34,400 monographs have been made available to replace those that were lost, and to fill gaps where exact replacements cannot be acquired
> there has been huge growth to the range of eBooks available through the ANU Library as a result of collection rebuilding. For example, over 2,500 eBooks from Cambridge University Press, Oxford University Press, Brill and De Gruyter were acquired. Many of these titles focus on Philosophy and History – the two largest collections that were affected by the flood
> 908 new eBooks were acquired through the ProQuest Australian Indigenous Collection
> over 155,000 serial issues were replaced through JSTOR
> historical Nineteenth Century Collections Online archives with over 1.3 million titles was acquired
> the British Library Newspaper collection, which includes newspapers from the early 18th century to the 2000s, replaced many lost microfilms.

Extending access to libraries and innovations for education

The Law Library moved to 24x7 access on Monday 26 July, offering significantly improved service for students and academics. Over 60% of visits to the Law Library in the following weeks were after-hours, with students benefiting from early, late and evening access. The three most heavily used branches – Chifley, Law, and Hancock – are now all operating on the 24x7 model, with increased visitation from security and strong support measures for student safety.

Access to collections was significantly improved through the adoption of a Click & Collect mode in 2020, that was enhanced in 2021. In addition to the ability for students and academics to order books to be picked up, Library staff delivered books to students in halls of residences, their home, and through postal services.

The service was very enthusiastically received by Library users:

Facilities to support online learning were extended with recording equipment added to two study rooms.

Digital delivery options, including recordings, were adopted for all training programs.
Academic Integrity Week

The inaugural Academic Integrity Awareness Week was held during Semester 2 Orientation Week. The aim of the program was to raise awareness of academic integrity among ANU staff and students, equipping them with knowledge and strategies to uphold academic integrity in their research, writing, and wider academic practice.

The week was coordinated by the ANU Library’s Academic Competencies and Digital Capabilities (ACDC) team, with input and collaboration from a wide range of stakeholders, including Professor Royston Gustavson (Dean, Academic Quality), Professor Maryanne Dever (Pro Vice-Chancellor, Educational & Digital), Roxanne Missingham (University Librarian), and academics from across the University. The ACDC team and the Library, along with Academic Standards and Quality Office (ASQO), presented two online workshops on Academic Integrity to new and continuing students.

Feedback from students attending these workshops highlighted confusion about inappropriate paraphrasing, copying from internet sources, and the frequently raised issue of collaboration versus collusion.

Most students understand the concept of plagiarism and the importance of referencing. However, there is a misunderstanding around copying text from online sources, changing a few words (paraphrasing), and submitting the work as their own. Some students are not aware that this is not considered original work. Conveners are asked to consider including examples of appropriate referencing and paraphrasing in early classes, and to remind students about the services of Academic Skills and the Library, who are available to assist students in improving their academic writing.

Confusion around collusion and collaboration continues to be raised by students, particularly when the University encourages students to engage in discussions with their peers as part of their learning. To provide clarity to students around the expectation that they will provide their own work for assessment, and to appropriately acknowledge the work of others, conveners are asked to explain to students – with examples – what acceptable collaborative behaviour is, and what constitutes collusion. This is particularly important in courses that contain group work and online examinations, as collusion is most often reported in these types of assessment tasks.

Extending support for Alumni

The ANU Library has a strong program to support student engagement with the University after they graduate. An extensive range of resources are available to alumni, the largest set of
resources available from any Australian or International Alliance of Research Universities (IARU) library.

The following were added to the **Electronic resources for ANU alumni page** in 2021:

**JSTOR Sustainability**: composed of academic and open policy research on environmental stresses and their impact on society. The collection looks at sustainability and resilience through a broad lens, spanning over more than 30 disciplines.

**JSTOR Security Studies**: gathers academic and open policy research on international and national security problems and foreign policy issues from a global perspective.

**Nineteenth Century British Pamphlets**: created by Research Libraries UK (RLUK), this collection contains the most significant British pamphlets from the nineteenth century held in research libraries in the United Kingdom.

**Lives of Literature**: a collection of academic journals devoted to the deep study of writers and texts associated with core literary movements. Key thematic topics include: medieval authors & texts; modernist authors; Victorian, Edwardian & gothic authors; and literary theorists.

**Ireland Collection** (content integrated into the main JSTOR platform): an interdisciplinary resource of materials from and about Ireland; materials span from the 1780s to the present.

**Frontier Life: Borderlands, Settlement & Colonial Encounters**: this digital collection of primary source documents helps us to understand existence on the edges of the Anglophone world from 1650-1920. Discover the various European and colonial frontier regions of North America, Africa and Australasia through documents that reveal the lives of settlers and indigenous peoples in these areas.

**Foreign Office Files for South East Asia, 1963-1980**: this extensive collection of Foreign Office Files explores South East Asia between 1963 and 1980 in a time of conflict, growth and change.

**Foreign Office Files for the Middle East, 1971-1981**: this collection addresses the policies, economies, political relationships and significant events of every major Middle East power. Utilising the significant collection of diplomatic correspondence, minutes, reports, political summaries and personality profiles, students and researchers can explore a decade characterised by conflict.

**Shakespeare's Globe Archive: Theatres, Players & Performance**: this collection offers insights into the performance practice in the particular space of the reconstructed Globe Theatre. It details the way in which the theatre was constructed as a place of radical experiment. It documents over 200 performances through prompt books, wardrobe notes, programmes, publicity material, annual reports, show reports, photographs and architectural plans.

**Ethnomusicology: Global Field Recordings**: produced in collaboration with the UCLA Ethnomusicology Archive, the material in this collection includes thousands of audio field recordings and interviews, educational recordings, film footage, field notebooks, slides, correspondence and ephemera from over 60 fields of study.

**Age of Exploration**: explore five centuries of journeys across the globe, scientific discoveries, the expansion of European colonialism, conflict over territories and trade routes, and decades-long search and rescue attempts in this multi-archive collection dedicated to the history of exploration.

**Central Asia, Persia and Afghanistan 1834-1922: From Silk Road to Soviet Rule**: this collection of Foreign Office files explores the history of Persia (Iran), Central Asia and Afghanistan from the decline of the Silk Road in the first half of the nineteenth century to the establishment of Soviet rule over parts of the region in the early 1920s. It encompasses the era of “The Great Game” – a political and diplomatic confrontation between the Russian and British Empires for influence, territory and trade across a vast region, from the Black Sea in the west to the Pamir Mountains in the east.

**Grand Tour**: covering the period 1550-1850, this collection of manuscript, visual and printed works allows scholars to compare a range of sources on the history of travel for the first time, including many from private or neglected collections, with letters; diaries and journals; account books; printed guidebooks; published travel writing; paintings and sketches; architectural drawings and maps.

**Area Studies: Japan**: A wide range of sources, by writers, diplomats, tourists, businessmen, missionaries and others, documenting the political, cultural and social history of Japan from 1400 to the 20th century.
Being a standard-bearer for equity and inclusion and delivering a culture of professional excellence

Key performance indicators

Records
- New folders created 35,958 (-3%)

Highlights
- Privacy and FOI training.
- Privacy advice expanded significantly.
- Innovation to connect SharePoint and Electronic Records Management System (ERMS).

The Division is strongly committed to being a standard-bearer for equity and inclusion, and delivering a culture of professional excellence.

Activities to improve our support to the community to improve equity and deliver better university operations included:
- additional support for students with disabilities through the pandemic, including special access to services programs
- supporting better record keeping through the introduction of the ERMS-SharePoint integration tool. The University uses many Microsoft Office (O365) applications, including SharePoint. To be compliant, any business records created in SharePoint need to be saved to ERMS. Currently this is a manual process, which can be time consuming. To make this process more efficient, an integration tool has been developed. The SharePoint-ERMS integration tool facilitates recordkeeping by automatically sending documents from identified SharePoint sites to the relevant ERMS folder. Thanks to ITS and records staff for the work on this initiative
- introduction of new technology to improve business processes around staff rostering and give greater agency – staff scheduling tool LibStaffer was introduced for a more transparent and equitable process
- strong support for staff development, albeit it within constrained resources. Registration was taken for major events, such as the ALIA Online series, to enable as many staff as possible to attend or listen to recordings
- commitment to progress through the UN Sustainable Development Goals. A brief report was delivered on key actions against relevant goals.

Fundamental to achieving these developments were partnerships within and outside the University.

Key partnerships in 2021 included:
- International Alliance of Research Universities (IARU). ANU prepared a report on library services for IARU members during COVID 19 to share information and support best practice.
- Council of Australian University Librarians (CAUL). CAUL provided extensive services in negotiating agreements with publishers that significantly benefit the University. The ANU University Librarian is the Copyright Lead for CAUL and led the preparation of reports and advocacy.
- Universities Australia. The ANU University Librarian chairs the US Copyright Working Group and contributed to significant advocacy.
Client feedback

SiS clients recorded their appreciation of the support they received throughout the year.

A selection of feedback is below.

I am writing to give some positive feedback on the excellent services provided by Chifley library. As a researcher and lecturer, I am deeply grateful for, and deeply impressed by, the services offered, especially the Document Supply Service, the ANU Print Repository, the BONUS service, and the Suggest a Library Purchase option. I just started researching a new topic a week ago, and within a short time, thanks to these services, I have access to the research I need to commence work. BONUS requests arrived within a matter of days, the library approved my suggested new purchase and the ANU Print Repository sent through a PDF copy of a key article. The speed and efficiency of these services makes our job that much easier (especially when we our research schedules are so tight). Library staff make all the difference to us getting our research up and running and staff at the desk are always pleasant and professional.
I just looked at the Odgers subject guide that you created on the portal. IT IS FANTASTIC! Thank you so much.

Thank you so much for your brilliance today.

Dear Roxanne,

I would like to compliment the law library staff and express my thanks to them as they were able to find an obscure yet critical piece of documentation relating to picture frames. I was unable to locate it online and contacted Jacky Clement (my PhD librarian) who kindly forwarded my request to the law library. I am very grateful for all their assistance, particularly as I am in Hobart and with COVID have been unable to travel to Canberra to undertake the searches myself for 18 months. A very big thank you to the law library staff who went over and above! A very grateful art Phd’er

Thank you to all the lovely librarians.

Every time I have asked for help (quite a few!) I have always been met with such patience, kindness and a can-do attitude. I had a lovely librarian help me last week to find a group study room for a Zoom call, the week prior a very patient lady helped me set up printing using the recharge kiosk. I have just moved interstate to CBR and it’s been daunting, so thank you for making me feel so welcome here as I finish the last semester of study. With fondest thanks, Tori McRae (19/07/2021)

Hi Cathy (Burton),

I don’t use the word saint often but you are highly deserving in this instance!!! Thank you so much for doing this at short notice, I very much appreciate it.
Lachlan Blackhall, Entrepreneurial Fellow and Head, Battery Storage and Grid Integration Program, School of Engineering, ANU College of Engineering and Computer Science

Hi Jason! ...

I wanted to say a massive thank you, the students raved about you in our class yesterday, especially Zach who is claiming you may have single-handedly cured him of writer’s block! Your assistance and time was and is very much appreciated.

THANK YOU SO MUCH CAMERON for searching for this so effectively.
I have downloaded it on the first Wiley link and I am thrilled to have it.
I have to say that your team Kate and Cameron and others are THE BEST!

Hi ANU Library Team,

I would like to thank you for your amazing and considerate service during this lockdown. I requested a book from the Library on Sunday, and a member of the library team just dropped it off at my place. I am amazed at how quick and easy it was to request a book that is so crucial to my research. This is a testament to your hard work. ANU Library team (especially Sam) has responded to all my emails during this lockdown, with kindness and compassion. Thank you heaps, you guys are amazing!