

Annual report

2015

Scholarly Information Services
The Australian National University

Major achievements

Design the library and archive of your dreams



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The year commenced with a major project to gather community views on the future library and archive at ANU. Key themes that emerged from the feedback were access to the whole collection onsite in an inspiring building; making modern technology such as makerspaces available; better support for people with disabilities, and creating great learning and research spaces.

ANU community comments can be found on the [ANU Library's Facebook page](#).

Chifley Library level 2 open 24 hours

For a number of years students have called for longer opening hours to better support their learning, and after significant analysis and some building work level 2 in Chifley Library was opened 24 hours on all days that the University is open. Attendance has been remarkably high with up to 4,000 clients visiting the building in the extended hours during 2015.



ANU records online



University administrative processes were significantly improved with the introduction of the Electronic Records Management System (ERMS) in May. Over 72,000 files, including current staff and student files plus selected functional files, were digitised and made available online assisting users to find material effectively. Over 100 power users across the University are supporting the use of the ERMS, and a variety of online videos, manuals, guidelines, process guides and newsletters have been prepared and are available online to assist users.

Over 733,000 documents, or 3.9TB of data, have been uploaded to the ERMS since May 2015.

Major achievements

Alumni access to online resources



ANU Alumni are a very important component of the ANU community and we were delighted to provide them with access to world-class scholarly resources including 57 electronic resources, over 650 ANU Press books and journals, and thousands of open research outputs.

In January 2016 the subscribed resources were used almost 9,000 times. Feedback has been very positive.

Our environment

Financial pressures

The ANU Library collection has been built over almost 70 years to support both study and research. In 2015 the purchasing of collection resources was affected by the falling exchange rate, which over the past four years has seen the Australian dollar fall by over 30%. Approximately 66% of the collection purchasing is in US dollars with only 12% in Australian dollars. Combined with regular serial and database cost increases, these factors meant that a significant change to collection purchasing needed to be undertaken.

In 2015 the ANU Library had to:

- > implement a temporary freeze on monograph purchasing other than required readings
- > commence a serial and database cancellation program.

Considerable discussion with the ANU community occurred with a change in consultation processes in some Colleges. ANU Senior Management discussed the funding issue and agreed to additional collection funding in the 2016 University budget.

Our comparators

The International Alliance of Research Universities (IARU) Libraries group completed a small benchmarking exercise which found:

- > ANU has the third smallest enrolment and the smallest number of branches, along with the Swiss Federal Institute of Technology in Zurich (ETH Zürich)
- > ANU Library ranked 4th in opening hours, with 24 x 7 being an issue most other IARU universities are discussing
- > ANU Library has the lowest level of library staffing, the next smallest with 167 is the University of Copenhagen, compared to our 99
- > ANU has the lowest library expenditure
- > ANU offers the 4th highest number of presentations and training sessions
- > ANU has the lowest number of physical loans, but high use of electronic resources.

In the Uniform study, which compares ANU to Australia and New Zealand universities, the ANU Library fell in the "Costs decreasing and below average in 2014" category.

Assessments of the Group of Eight (Ithaka) and ANU postgraduates and academics found amongst other results that:

- > The major functions perceived by users of the library were as a buyer of resources, archives, gateway, research support, teaching support and student support (Ithaka)
- > Academic staff who published 5-10 items in the last two years read the most books and other publications (Tenopir).

Collaborations and donations

Throughout 2015, Scholarly Information Services continued to work closely with a range of donors, libraries, and areas across the University. Our major collaborations in 2015 were:

New Memorandum of Understanding signed with the National Library of Australia

The longstanding relationship between The Australian National University and the National Library of Australia was reaffirmed following the signing of a new Memorandum of Understanding.

For both institutions building research resources for scholars to use around the world, and taking advantage of the online environment to provide access to a rich array of research collections and experiences, is a vital objective.

Both institutions have a long history of cooperation; from a first agreement on collaborative collection building in October 1955 and the second in 1957 on archive collections, to this new agreement focusing on services and opportunities to provide digital access to collections.

Through collaboration the institutions have together created one of the most significant collections of Asian and Pacific print and manuscript material, including photographs, notebooks and publications, in the world.



Director General of the National Library of Australia, Anne-Marie Schwirtlich AM and Prof Marnie Hughes-Warrington Deputy Vice-Chancellor (Academic) signed the MoU

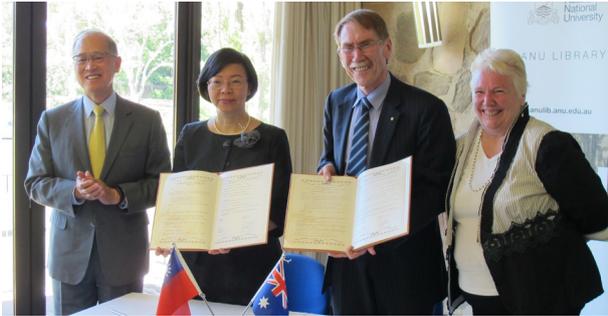
Embassy of Azerbaijan items donated to the ANU Library



In September the Embassy of Azerbaijan donated a collection of items to the ANU Library. The donation was celebrated with a display on Azerbaijani culture and was attended by the Ambassador Extraordinary and Plenipotentiary of the Republic of Azerbaijan to the Commonwealth of Australia, as well as a number of official representatives from the Azerbaijani government during their visit to Australia.

Collaborations and donations

Taiwan Resource Centre for Chinese Studies



L to R: Dr David Lee, Representative, Taipei Economic and Cultural Office in Australia; Dr Shu-Hsien Tseng, Director General of the National Central Library of Taiwan; Professor Ian Young AO, ANU Vice-Chancellor, and Roxanne Missingham, University Librarian.

An agreement to establish the Taiwan Resource Centre for Chinese Studies (TRCCS) at the ANU Library was officially signed in December, inaugurating the first TRCCS in Australia.

Professor Ian Young AO, ANU Vice-Chancellor, and Dr Shu-hsien Tseng, the National Central Library (NCL) Director-General, signed the agreement and officially unveiled the new Centre, which is housed in the foyer of the Menzies Library.

The Centre, which includes over 1,000 scholarly resources—primarily in the fields of history, religion, culture, literature, society and politics as well as

on cross-strait relations—aims to promote scholarship by building a collaborative platform for sharing Taiwan's academic resources, and enhancing global cultural exchanges.

Resources in the Centre will continue to increase in the coming years as a result of the agreement.

The Centre's books and DVDs are available via the ANU Library catalogue. A number of the National Central Library of Taiwan's databases for Taiwan and Chinese Studies also made available to the ANU community through this donation can be found on the ANU Library website.

Outreach & exhibitions

Exhibitions

ANU Archives and Library held and contributed to exhibitions over the year

Writings from the Archives

This exhibition featured the archival collections of anthropologist Marie Reay, and first British Commissioner to the Solomon Islands Charles Morris Woodford. Curated by Christine Bryan, the exhibition complemented a double book launch—*Wives and Wanderers in a New Guinea Highlands Society: Women's lives in the Waghi Valley* written by Marie Reay in the 1960s and edited by Professor Francesca Merlan of the School of Archaeology and Anthropology in the Research School of Humanities and the Arts, and David Lawrence's biography of Charles Morris Woodford, *The Naturalist and his 'Beautiful Islands': Charles Morris Woodford in the Western Pacific*. The papers of Reay, Woodford and Lawrence are available in the ANU Archives.



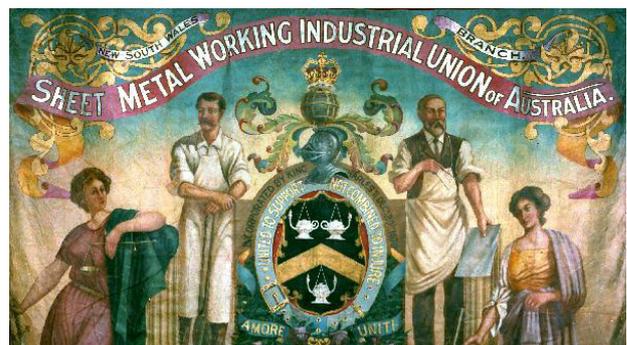
China and ANU: Diplomats, Adventurers, Scholars



The ANU Australian Centre on China in the World's exhibition from May to September featured documents and photographs from the ANU Archives collection. The exhibition focused on the roles of Frederic Eggleston, the first diplomatic representative to the Republic of China and member of the ANU Interim Council; Douglas Copland, the second diplomatic representative and the first Vice-Chancellor of ANU; CP FitzGerald, the China scholar and Professor of Far Eastern History; and George Morrison, the adventurer and journalist.

Treasures of the ANU Archives

This exhibition, on display February to May, included examples of primary source material including records from the early days of ANU; maps and plans from pastoral companies; photographs; pre-Federation Australian trade union minute books, and artworks as archives.



Outreach & exhibitions

40th Anniversary of Papua New Guinea's Independence, 1975–2015



The 40th Anniversary of Papua New Guinea's Independence was celebrated with an exhibition in the Menzies Library, highlighting material held in the Pacific Research Archives, notably the archives of patrol officer John Duffield, anthropologist Marie Reay, and academics David Hegarty and John Ballard. It included some outstanding art works lent by ANU Library staff member Deveni Temu. The exhibition ran from September through to December.

Making Connections: Southeast Asian Art @ ANU

The ANU Library's exhibition, on display from May until August, highlighted the University's long and ongoing interest in Southeast Asia and its cultural expressions, and showcased items from the holdings of the ANU Library collection.

The ANU Library's exhibition was held in parallel with an exhibition of contemporary Southeast Asian art in the ANU School of Art Gallery, which featured a number of items from the rare book collection.



High Street Dreams: Shops and Shopping in the Early Days



This exhibition, curated by Margaret Avard, examined the transformation of shopping from the simple provision of goods via markets and door-to-door peddlars, to 'high street' specialty and department stores, and later to suburban shopping malls. Photographs, mail order catalogues, sales registers, and order books of Australian retailers such as Marcus Clarke and Company, McEwans Ltd, McDowells, Paterson, Laing and Bruce, and Burns Philp and Company Ltd, and the records of the Shop, Distributive and Allied Employees' Association were displayed in this exhibition.

Outreach & exhibitions

International visitors

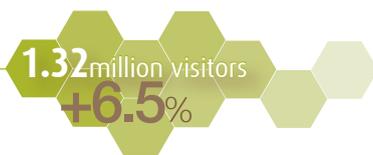
- > Mr Opeta Alefaio, Director of the National Archives of Fiji, visited the ANU Archives to see how the ATOM database works with a view to introducing it in Fiji.
- > Dr. Zhang Yongfa and Dr. Wang Xiaoshan, Beijing Institute of Technology who investigated library developments, particularly digital collection initiatives.
- > Marcia Lei Zeng, Professor, School of Library and Information Science, Kent State University whose interest is in digital initiatives.
- > A study tour of staff from Macau Academic Library Alliance (pictured below).



Key indicators

The ANU Library branches are a place of choice for the ANU community. Significant growth occurred in the use of most services and collections compared to 2014.

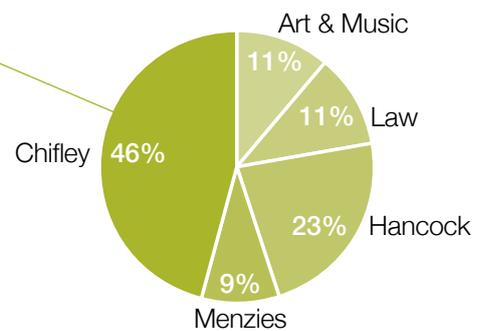
Visitors



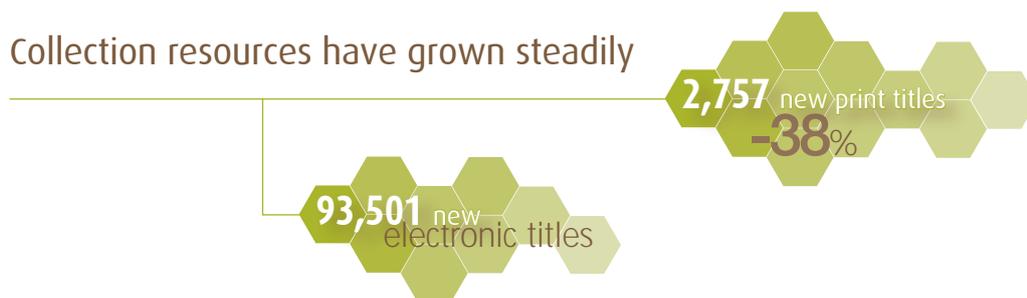
Library enquiries

The most significant changes:

- > Over 30% increase in enquiries in Menzies Library due to improved recording.
- > 14% increase in enquiries in Hancock Library related to collection access during the months building work occurred.



Collection resources have grown steadily



Collection use reflects a digital world



Material borrowed for ANU users from other libraries increased during 2016, showing an increase of 11.6% in loans and an increase of 13.1% in copies (primarily journal articles).

Supporting student skills development

Use of online guides
+2.5%

33,385 how-to guides
+2.54%

9,231 course attendees
-22.6%

- > Semester 2 began a very successful trial with the Academic Skills and Learning Centre to provide drop-in sessions for student study help on level 2 of Chifley Library. These sessions were available between 12–2pm weekdays throughout semester.
- > Law Library staff began creating training resources to support the Juris Doctor Online course that will commence in 2016. The resources are being incorporated in the current information literacy training programs for law students.
- > The Personal Librarian program moved to a production service – this service is only for postgraduate students and aims to provide capabilities for their study and future research careers. Around 2,400 students were provided with the service in 2015. Feedback from individual students indicates a thirst for knowledge and digital competencies and that the service is making a significant impact. Two recent comments are:
 - “Sam, I love you so much just now. I should have come to the Library earlier.”
 - “Wish I had asked earlier”
- > Digital and information literacy programs continue to be provided by ANU Library staff.

Building works

Hancock West underwent a major refurbishment in 2015 to provide a combined area for the ITS staff across levels 1, 4, 5, and 6. As part of the refurbishment, windows and the façade were replaced across all of Hancock West, including library areas. There was a decrease in the space available for students and service disruptions. A retrieval service was run for approximately six weeks, with scarves, gloves and torches the required fashion accessories for staff. Some new, powered carrels were added to assist users.

Digitisation

Theses are the most downloaded item from the institutional repository and a further 118 theses were digitised during 2015. Over the last 12 months the average download figures for open access theses were approximately 22,000, with the average number of downloads per thesis about 10 per annum.

Senior Staff changes

- > Marianna Pikler was appointed as Manager of Menzies Library in April.
- > Samantha Jackson was appointed as Manager of Hancock Library in June.
- > Christian West commenced as Manager of Chifley Library in July.

Archives and records

Collection use

21,306
items used

Total number of digitised archive resources was 5,134, an increase of approximately 16%

Total number of resource views was 281,783, an increase of around 3.5%

Archive enquiries

1,133
reference desk enquiries

Digitisation

- > Archival resources were digitised to increase access to highly-used resources.
 - > Over 30,000 Tooth and Company cards summarising information about New South Wales hotels from the 1920s to the 1970s and including black and white photographs for each decade have been digitised and are progressively being uploaded to the digital repository. The material digitised gives access to a wonderful set of resources of interest both the researchers and the general public – they tell stories of Australian business and the individuals involved, with images that demonstrate everyday places (hotels). Items in ANU Archives are downloaded up to an average of 10 times per annum, particularly by local historians and heritage architects.
 - > ANU annual reports from 1946 to 1998, ANU calendars from 1954 to 1980 and ANU Council minutes from 1946 to 1954. Canberra University College calendars 1930-1960 were also digitised.
 - > Digitisation of audio-visual and photographic material for preservation and access continued, including oral history interviews from the 1980s and 1990s and glass-plate slides of Mount Stromlo from the 1920s.
- > 55% of item lists have been entered in the ANU Archives database. This is remarkably high for an archive. Optical character recognition (OCR) software has been used to good effect to load large typed lists using the comma-separated value (CSV) template.
- > In May, the University celebrated the fiftieth anniversary of the first Creative Arts Fellows. Dr HC Coombs initiated the scheme and the first Fellows were Sidney Nolan and John Perceval who both took up their fellowships in 1965. Since then, 70 Fellows have been appointed including artists, writers and musicians. To tie in with the launch of a new honour roll and endowment fund, the ANU Archives digitised over 100 photographs of Creative Arts Fellows from 1965 to the 1990s and audiotapes of performances by 1968 Fellow George Dreyfus which are accessible from Digital Collections.

Archives and records

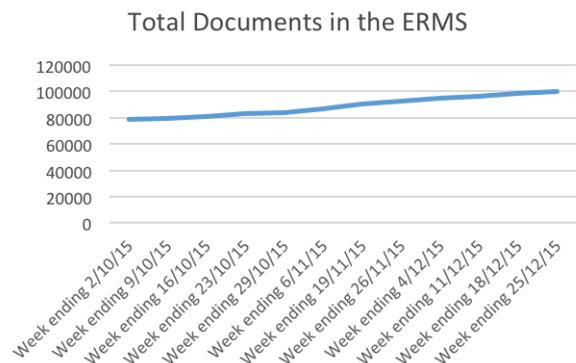
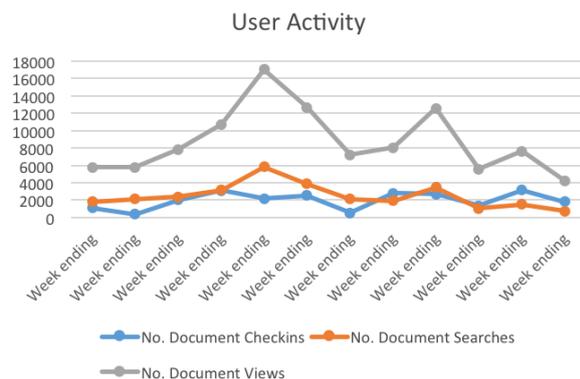
Events and outreach

Events hosted included:

- > John Spurway's *Ma'afu, Prince of Tonga, Chief of Fiji: The life and times of Fiji's first Tui Lau* book launch
- > The Annual ANU Archives lecture delivered by Professor David Merrett, an eminent economic historian from the University of Melbourne, on the topic *Whither business history?: Memory, message and meaning*. The event was co-sponsored by the ANU Archives, the ANU Centre for Economic History and the Friends of the Noel Butlin Archives Centre.

Records

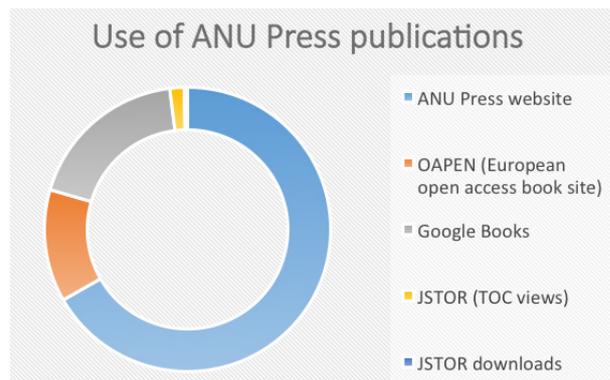
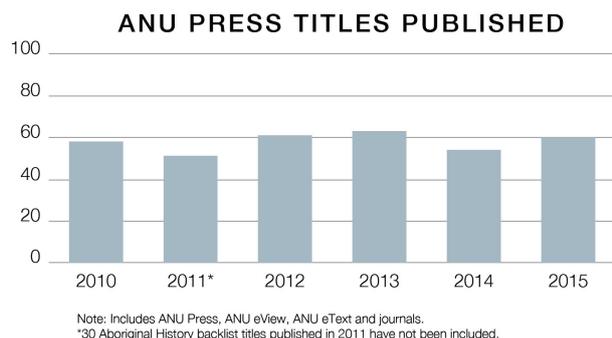
- > The main area of activity was the implementation of the ERMS. The system has been receiving consistent use with the total number of documents increasing steadily.



- > To support effective records management in the University the Records and Archives Management policy was reviewed and reissued and procedures for Freedom of Information (FOI) enquiries were redrafted.
- > University Records received and successfully replied to 22 FOI requests within the statutory time limits.

ANU Press

ANU Press published 60 titles, a 12% increase on the number of titles published in 2014.

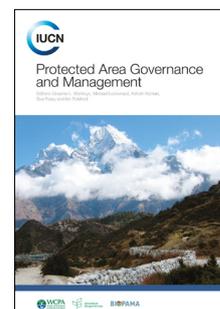


Use of ANU Press publications

- > 993,101 downloads from ANU Press website, an increase of 0.29% from 2014 (2014 downloads were 917,074).
- > 182,726 downloads from the OAPEN, a European based open access website.
- > 264,646 views from Google books.
- > 23,086 JSTOR TOC views.
- > 5,334 JSTOR downloads.

Other achievements

- > A tender process for the outsourcing of printing, ordering and distribution of ANU Press titles was undertaken to improve service and gain efficiencies. NewSouth Books was the successful tenderer. NewSouth Books is a major national distributor, and represents agencies around Australia as well as the USA, Canada and the UK. NewSouth Books' extensive services will allow the Press to expand its audience through new distribution outlets; take advantage of NewSouth's sales and marketing reach, and also redistribute our in-house resources to focus on the production process of ANU Press books.
- > Author manuals were revised and have been published on the ANU Press website.
- > Three new editorial boards were formed—Vietnam, Education, and China in the World.
- > A new journal, *International Review of Environmental History* was launched.
- > ANU Press released its first-ever work of fiction. *Vietnam As If... Tales of Youth, Love and Destiny* follows the (fictional) lives of five young Vietnamese, exposing their struggles, celebrating their triumphs and exploring what it is like to be a young person living in Vietnam today.
- > *Protected Area Governance and Management*, a 992-page compendium, authored by 168 protected area professionals and funded by the World Commission on Protected Areas that was 10 years in the making. This volume is the single greatest volunteer-book project in the Commission's 68-year history, and has had over 13,000 downloads since its publication in April. Huge, well-deserved thanks to the book's main editor, Graeme Worboys, for his tireless devotion to this project. The book is currently being translated into 5 languages. The book has had 14,369 downloads since its publication in April.



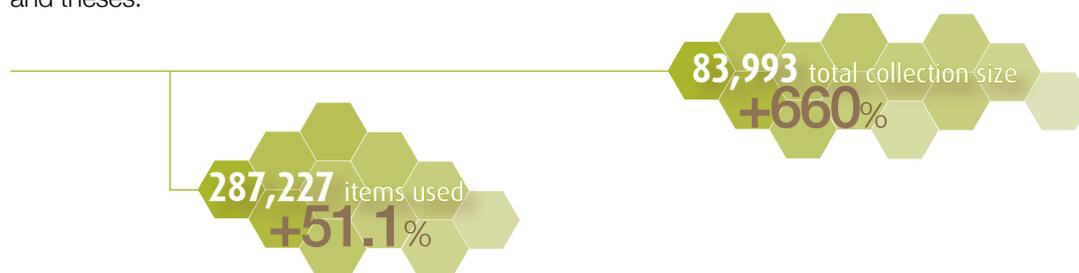
Open access

Digitisation

Work to digitise 200 ANU Press titles, including early print-only titles and titles that were published in the first years without Optical Character Recognition (OCR) text (meaning they were not searchable and not accessibility compliant) was completed.

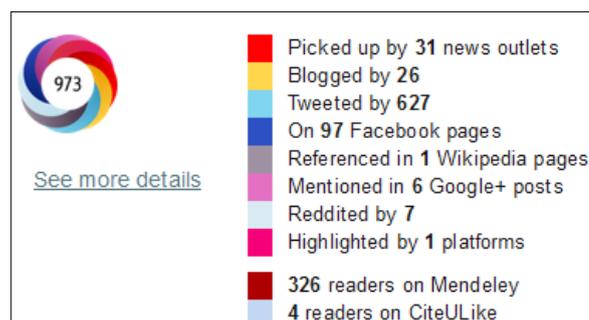
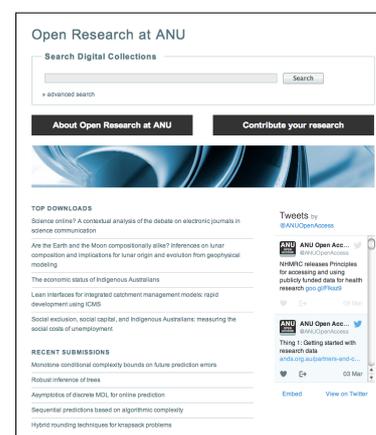
Digital repository

There was a major increase in items added to the repository as well as the use of the repository's material. The repository includes research from the ANU community including articles, conference papers, book chapters and theses.



Major initiatives

- > New [Open Research website](#) launched. The new site provides greater functionality such as clearer information for contributors as well as top downloads and recent submissions.
- > The major increase in content was primarily due to a project to incorporate ANU research outputs from the research management system (ARIES) to the repository. By mid-December 70,000 records were transferred into the repository. As a result of the project the ANU Library anticipates a reduction in duplicate manual addition of records.
- > To assist ANU submitters to understand publisher copyright policies with regard to depositing their work in the ANU repository, a Sherpa/Romeo API was implemented.
- > Sessions for students and academics on publication metrics were fully subscribed with approximately 300 attending.
- > Altmetric badges were introduced to measure online impact of research publications. All work submitted to the repository that has a DOI will capture and display altmetrics from sources such as Mendeley, news, blog posts and other social media platforms.



Above: an example of Altmetrics reporting on content in the repository

Awards

Lorena Kanellopoulos, Manager, ANU Press, was awarded an ANU Vice-Chancellor's Award in 'Innovation and Excellence in Service', for her hard work and outstanding contribution to running ANU Press.



Workforce plan

A workforce plan was developed for 2014 and 2015. It recognised that the Division has dedicated and committed staff providing high quality service to the university community. For the period the plan recommended that:

- > workforce development focus be on digital competencies.
- > workforce development focus on "growing our own" through developing the skills of current staff.
- > fostering support for staff to attend a variety of activities and sharing knowledge and information from attendance at these events.
- > organising low cost events that optimise staff knowledge development in digital competencies.
- > pilot internal development through job rotation scheme for ANU05 staff in 2014.
- > expand the ANU Archives volunteer program to a whole of ANU Library program.
- > internships be trialled including with external organisations.

In 2015 the implementation focused on three priorities which aimed to establish support for the development of competences and a workforce that would be able to meet changing needs of the University.

Digital capabilities/skills program

The program of activities included:

- > an excellent training program on Sierra covering all aspects of the system coordinated by Mark Huppert.
- > a presentation on Archivematica and Atom, two archive software programs, which included detailed analysis of standards and their implementation.
- > a presentation by Tim Sherratt on digital humanities initiatives. Tim has had a long involvement with the history and archives of Australian science and technology. Tim is shaping the future of Trove at the National Library of Australia and also is a digital humanities academic at the University of Canberra.
- > Dr Katherine Bode, Associate Professor, Literary and Textual Studies gave a fascinating presentation on digital humanities initiatives and the scholarly text. She discussed a wealth of data, discover, curation and theoretical issues in the field.
- > Marcia Lei Zeng, Professor, School of Library and Information Science, Kent State University who spoke on digital humanities initiatives.

Our staff

Volunteers

Over the year the Division's volunteer program provided the opportunity to meet with a number of potential volunteers and develop a program of special tasks that could be performed by volunteers.

Our first volunteer intern from outside Australia will commence in early 2016.

Student ambassadors

After considerable investigation the recommendation to develop a program to better engage with students and provide opportunities for a taste of careers in library, archives and publishing was officially launched at a student ambassador program. A detailed paper was produced for consultation with staff. HR provided very valuable support in developing the proposal.

We were delighted to select six students to be a part of the first program in 2016. They come from many different colleges and include undergraduates in their second or later years and one postgraduate.

They will be assisting in orienting students to the ANU Library's service, collection maintenance and assisting with exhibitions, events and other activities across the Division.

Occupational health and safety

A half-day manual handling course was developed for all staff in the Division. The Work Environment Group undertook extensive research and developed an excellent course that has already been undertaken by approximately 70% of the staff in the Division.