ANNUAL REPORT 2017

Scholarly Information Services

Australian National University
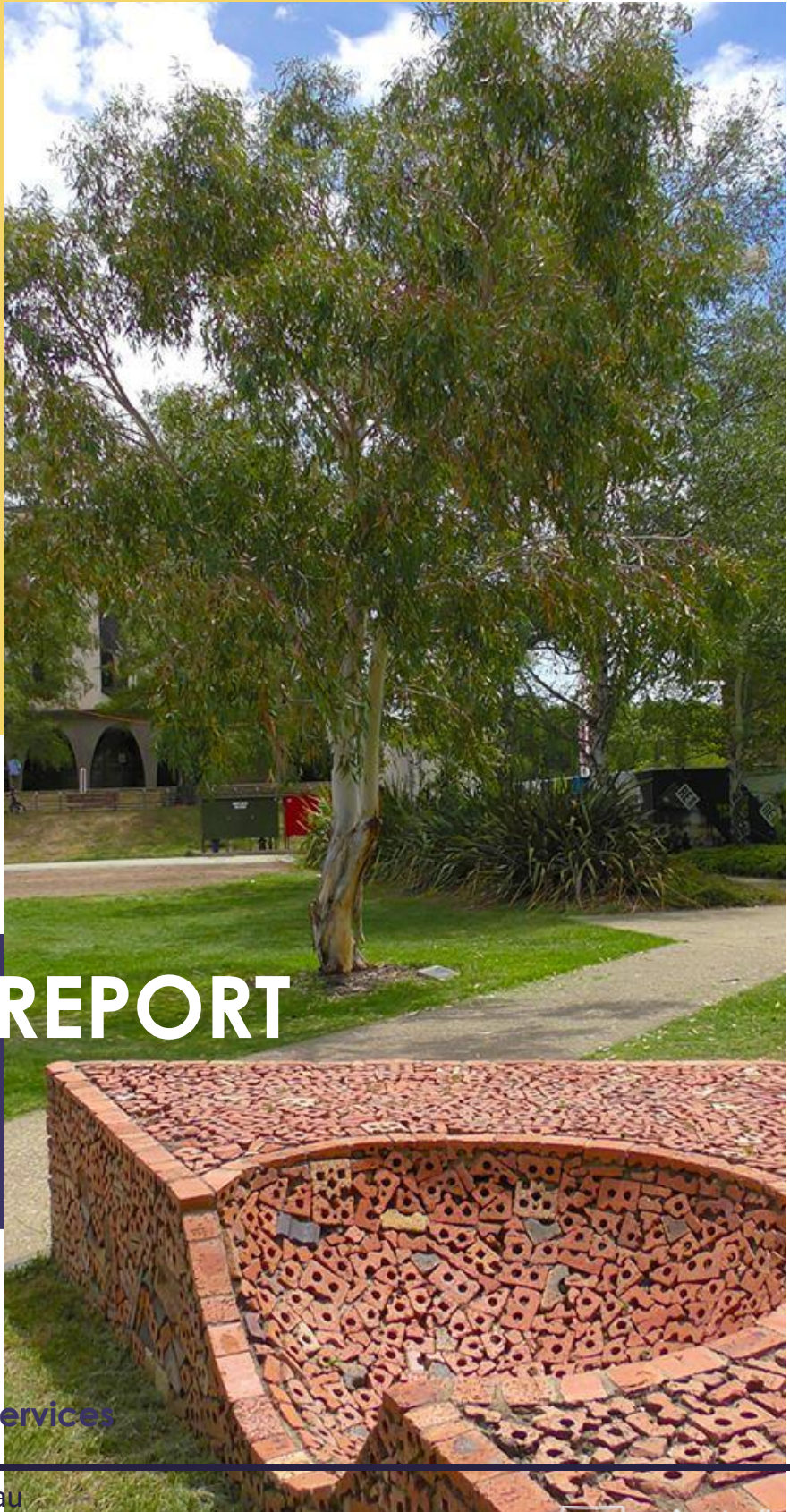
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2017 ACHIEVEMENTS AND AWARDS

The Library, Archives, Open Research and Press focused on building services and resources to create an environment that supported greater scholarship and learning, promoting the University across the globe. It was a year where projects came to fruition using new technology to provide research knowledge in partnership with scholars.

Transforming collections to collaborative research services

In 2016 the Library acquired a collection of 410 insightful drawings and photographs together with observations of women in Papua New Guinea made in 1968 by Elizabeth Durack Clancy. 233 had not been available to researchers before.

In 2017, the Library launched its first scholarly portal, http://library-admin.anu.edu.au/collections/elizabeth-durack-collection/, containing digital images of all works, together with seven detailed commentaries on the collection and its value to researchers and historians.

Staff from the Library, the College of Asia and the Pacific and scholars from the College of Asia and the Pacific contributed to the project.

In addition to the portal, the Library held an exhibition which was opened by the acting Papua New Guinea High Commissioner, Mr Sakias Tameo. It included speeches by Dr Chris Ballard and Prof Margaret Jolley.

The project was awarded a Vice-Chancellor's Award for Innovation & Excellence in Service. The team was recognised for transforming access to ANU Library and Archive collections through digital scholarly portals, which has enabled staff in the Scholarly Information Services division to work on creative projects that extend beyond collaboration with academics at ANU to provide digital resources that are used in education and research

Service excellence

The range of services provided by the Division makes a significant contribution to the whole of the University. In the 2017 ANU Administrative survey, the Library was the top ranked service, with special collections and reserves achieving the highest satisfaction.

TOP 5 Service Delivery Areas

Service delivery areas that ANU staff* are most satisfied with

1 Scholarly Information Services	**2** University Legal Office	**3** Information Technology Services	**4** Corporate Governance and Risk Office	**5** Division of Student Administration

Staff development

In our changing world a critical issue to develop staff capabilities to keep up with advances and explore new opportunities to learn. 2017 was the first year of the Scholarly Information Services Workforce planning 2017-20, or second workforce plan. The activities included:

- The first *SIS Symposium* – featuring speakers including Professor Genevieve Bell, Professor Frank Bongiorno, Dr Sabrina Caldwell, Postdoctoral fellow, CECS, NECTAR; Dr Terhi Nurmikko-Fuller, Lecturer in Digital Humanities; Professor Susanne von Caemmerer FAA FRS Mitg. Leopoldina, Deputy Director, ARC Centre of Excellence for Translational Photosynthesis; Rashna Farrukh, Student; Mish Khan, Student and Associate Editor, New Mandala; Robyn Lewis, ANUSA Education Officer
- Staff presentations at the symposium included:
  - Hans-Joerg Kraus and Imogen Ingram *Reinventing online learning - creating the SPOC*
  - Jason Murdoch and Amy Chan *"Research Ready" a new approach focusing on research competencies*
  - Tom Foley and Cathy Burton *Reinventing support for medical students - LibGuides as a pedagogical tool*
  - Joanna Longley and Anne Newton, ANU Law Library *Putting legal information literacy training online - the Juris Doctor Online*
  - Stephanie Luke and Erin Gallant *Opening up Pandora's box: revealing collections*
  - Catherine Ziegler and Sarah Lethbridge *Putting archives on the digital map*
  - Emily Hazelwood *Creating an impact: ANU Press in revolution*
  - Elke Dawson *Open repository creating better engagement and impact*
  - Roxanne Missingham and Pamela McLeod *Elizabeth Durack scholars portal*
- Refresher training was provided in use of the library management system.
- Staff also attended a range of professional and ANU events and courses.

Public outreach

International and ANU speakers featured at our public events. Activities included:

- *Linked data - bringing the world closer together* by Karen Smith-Yoshimura, OCLC, 20 February
- *Open Access for Books: Applying an International Lens* by Dr Frances Pinter, eminent academic publisher, 20 November
- *The role and function of the Italian language in the Italian cinema* by Dr Gino Moliterno, 17th Week of the Italian Language in the World, 18 October
- *Librarianship in Myanmar* by Professor Ni Win Zaw, Head of the Department of Library and Information Studies at the University of Yangon, 6 April

- *Joseph Banks' Florilegium: Botanical Treasures from Cook's First Voyage* by Dr David Mabberly, in conjunction with the ANU College of Science, 11 December

Exhibitions held included Myanmar – ANU research over the years, Vote 'Yes' for Equality 1967 referendum, First impressions: Elizabeth Durack an artist in Papua and New Guinea, 1968, Navigating the Sea of Islands and the 1917 Great Strike and Conscription Referendum.

Myanmar – University of Yangon Department of Library and Information Science
Work continued to support a project to improve library education in Myanmar in collaboration with the Myanmar Research Centre at ANU. The Library hosted a visit by the Head of the Department, Dr Ni Win Zaw, under the Government Partnerships for Development program including a tour of major research libraries and visits to library educators at the University of Canberra and Charles Sturt University. The University Librarian visited Myanmar and gave presentations at the Myanmar Security Meeting and UY-ANU conference. A proposal was prepared for further work to develop the education program. Articles were published in New Mandela, APSIG newsletter and Wiley's Discover the future of research blog on the project.

Advisory committees
The Library Advisory Committee is chaired by Professor Paul Pickering and includes representatives from all colleges, the ANU Students Association (ANUSA) and Post Graduate Students Association (PARSA). The Committee met twice and considered issues including:
- Looking forward to 2018: some scholarly information services trends
- Digitisation – achievements 2017 and proposed priorities for 2018
- Deselection plan

A new ANU Press Advisory Committee was established with members from across the disciplines at the University. The committee includes an external member, Dr Frances Pinter, founder of Knowledge Unlatched and previous head of University of Manchester Press. The Committee met twice and considered issues including:
- Implementation of the recommendations of the ANU Press Review
- Marketing of the Press titles
- Student publishing
- ANU Press achievements
- Planning for 2017 and 2018.

Looking Ahead

"Fostering an environment and creating opportunities for research that changes lives, that changes knowledge and that changes society is fundamental to who we are, and who we want to continue to be." Prof Brian Schmidt, Vice Chancellor, ANU

Scholarly communication had undergone profound changes. Academics and students operate within a digital and physical world, with increasing complex issues in open research and communication of research outcomes.

In looking to the future, the Division is taking the opportunity to reconceptualise services to deliver a program that both creates an infrastructure that supports world class education and research and extends the reach of the university through innovative digital programs.

BUILDING THE RESEARCH COLLECTION AND EXTENDING ACCESS

177,519 (-4.4%)

Print resources borrowed (library)

7,744,683 (+37.2%)

Electronic resources downloads/searches (library)

356 metres

Archives growth

Digital world
Use of the collection continues to reflect strong digital demand for students and academics. Overall the acquisition program continues to seek to balance acquisition of digital and print resources. The significant growth over the year suggests that the convenience of online access is critical.

Academics and students are requiring greater functionality from online resources. The Library has commenced a program to increase access and Library staff capabilities and knowledge to support use of digital resources through data and text mining (DTM). Students and academics in social sciences and humanities, as well as the sciences have indicated that their research requires DTM capability for modern and productive functionality to be able to conduct their research.

Building special collections
Creating a great collection for the University, the Library and Archives are focused on acquiring resources that will support the research that relates to the University's research agenda.

During 2017 special collections acquired included:
- The records of Clare Pastoral Holdings, covering Clare, Gogelderie, Ticehurst and other New South Wales stations, were deposited in the Archives. Records of the Australasian Meat Industry Employees' Union were transferred from the union and from the University of Wollongong Archives. Additional deposits were made of Waterside Workers' Federation Cairns Branch and UnionsACT material. Further material was deposited by Humphrey McQueen in relation to the Builders' Labourers' Federation.

- Accessions to the University Archives included the minutes and agenda papers of the Faculty of Asian Studies, papers of former University Archivist Dr Sigrid McCausland, teaching records of Lady Hope Hewitt, earth scientist Professor Mervyn Paterson's plans and specifications for the HPT (high pressure and temperature) apparatus, papers of botanist Dr John Carnahan and papers of former University Librarian Colin Steele. Items of ceremonial academic dress from former Chancellors and sporting trophies from the Australian Forestry School are two unusual accessions for the Archives. Additions to the Pacific Research Archives include papers of Don

Gunn on Fijian Independence, Dr Peta Colebatch's papers on Papua New Guinea and Dr Kal Muller's collection of slides and maps.

The South East Asia Institute, College of Asia and the Pacific, worked with ANU Archives to launch the South East Asian Archives. Material in this collection includes:

- *Asia behind the News* recordings. A public affairs program produced by the Research School of Pacific Studies, Australian National University at the Instructional Resources Unit, ANU.
- Vietnam research papers. This material was collected over the course of Marr's career. Some earlier material dates from the Berkeley Free Speech movement in the late 1960s. Most papers are related to Vietnam, including material collected while he was co-director of the Indochina Research Center in the 1970s and while editor of *Vietnam Today*, 1978-1982. Some of this material was collected for the IRC by John Spragens.
- Records of Harold Crouch. Collection contains research and teaching notes on political science across Crouch's career at the University of Indonesia, the National University of Malaysia, the University of the Philippines, and at the Australian National University.
- Posters from the Vietnam War 1930s - 1990s. These posters, calendars and artworks were collected over the course of David Marr's career. There are a mix of prints and originals from the 1930s to the mid-1990s. They largely focus on the Indochina Wars
- Linguistic recordings of David Marr. Recordings of language data (narratives, myths, wordlists, conversation) and of music from Papua New Guinea, the North Moluccas (Indonesia) and the Solomon Islands.
- Vietnam research publications. Voorhoeve, Clemens Lambertus. Collected for the ANU Vietnam Studies Group 1992 - 2003 . Offprints of articles, ephemera, conference papers and other material.
- Tony Reid's papers on Southeast Asian Studies. The files relate to Professor Reid's research and teaching in Southeast Asian Studies principally at the Research School of Pacific and Asian Studies at the Australian National University including material about departmental reviews and publications.
- Faculty of Asian Studies minutes and agenda papers from Anthony Reid. Minutes and agenda papers, 1962 - 1989; Heads of Departments minutes and agenda papers, 1966 - 1970; Faculty Education Committee minutes and agenda papers, 1969 - 1973; Committee of the Centre of Oriental Studies minutes and agenda papers and more
- Research papers of Margaret George. This series contains research notes, seminar papers and correspondence relating to Margaret George's research into the Netherlands East Indies.
- Research papers relating to British colonial rule in Malaya from Margaret Lorraine George.
- Research papers and notes relating to Sadka's research 'The Protected Malay States 1874-1895'.
- Country subject files from the Division of Pacific and Asian History 1926 – 1986. Contains subject files and newsletters on countries kept by the Division of Pacific and Asian History: Cook Islands, Fiji, Gilbert and Ellis Island, Indonesia, Malaysia, Micronesia, New Caledonia, Papua/New Guinea, New Hebrides, New Zealand, Nauru and more.

Digitisation
A major program to open up access to ANU research and research resources occurred in 2017. Resources digitized were:

ANU Theses
2000 digitised (making a total of 5894 theses available online)
Doctoral theses are in many cases the first major significant works of a researchers. They are original work of significant scholarship, setting a first step in the career of individuals who will make a major contribution to their field through their careers, be their careers in research, private industry, public service or non-government organisations. ANU is committed to fostering the careers of PHD graduates and digitisation and access both engages the community with the great scholarship of the graduands and reveals the wealth of researcher fostered by the University.

Digital delivery has many benefits including expanding engagement, supporting careers and providing visibility to the University's scholarship.

Most physical theses are only borrowed once, many are never read. Comparing the list of requested theses against the total number of theses produced by the University indicates that the majority of theses simply never get requested. ANU digitised theses are the most downloaded item in the University's Open Access Repository - resulting in extraordinary levels of engagement with the community.
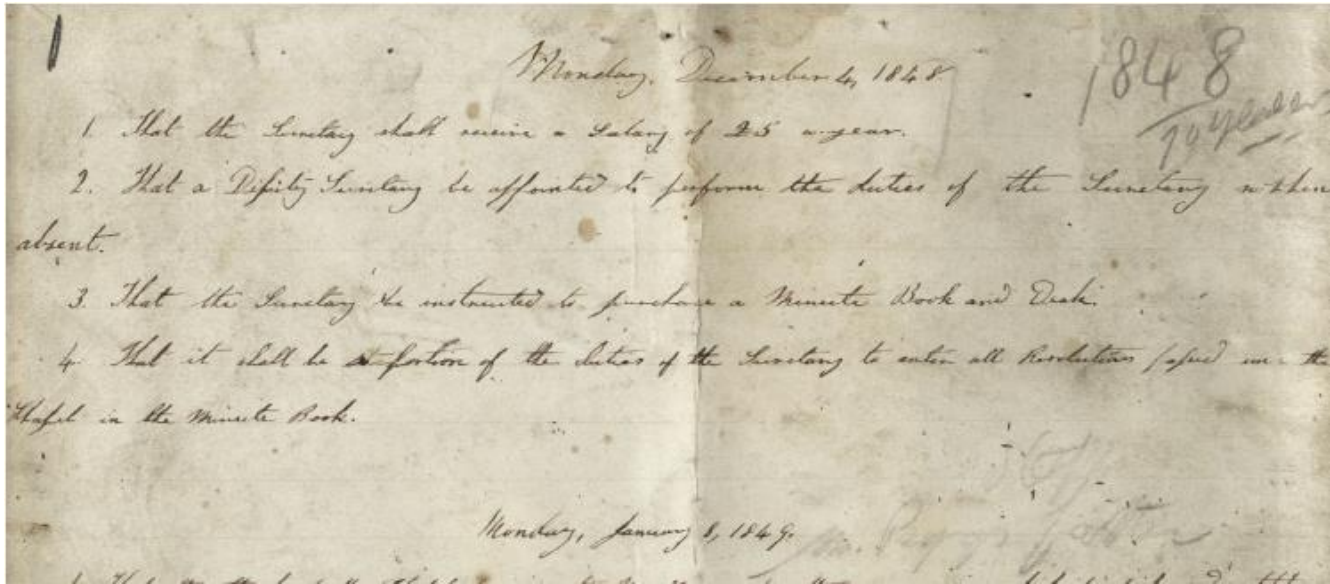
Pre-Federation Trade Union Minute Books
Number of volumes digitised: 209

The Noel Butlin Archives Centre holds 211 of 300 pre-Federation Trade Union Minute Books which are listed on the UNESCO Australian Memory of the World Register. Founded in 2000, the UNECSO Australian memory of the world register was the first in the world; now there are more than 60 national Memory of the World programs, and is designed to list documents that have significant documentary heritage.

Digitisation of this collection was required due to the fragile nature of the items. Physical materials will continue to deteriorate which will mean that in the future no researcher will be able to use the books.

The earliest minute book dates from 1848 and records union meetings held by the Sydney Herald Chapel of the NSW Typographical Association. All the major unions are represented in the collection including stonemasons, carpenters, shipwrights, engineers, miners, shearers, seamen and wharf labourers.

ANU holds the majority of the Minute Books of Pre-Federation Australian Trade Unions (over 70%).

They record collective decision-making and democracy by Australian workers, both men and women, in the nineteenth-century. They document the early formulation of our current industrial relations system, the beginnings of our social welfare system, the early history of communities and industries, and working lives that are no longer accessible today. They record events and achievements as they happened, local issues and disputes that developed into general strikes and became the first steps in broader campaigns such as that for the 8-Hour Day and the impetus for political representation of workers through the formation of the Australian Labor Party.

The Co-operator newspaper - (Railway Strike)
Number of volumes digitised: 8
This newspaper issued by the Amalgamated Railway and Tramway Service Association covers trade union activities in the First World War, particularly the 1917 general strike and the anti-conscription campaigns. The ANU Archives holds what appears to be the only complete set still in existence of The Co-operator. It is in an extremely fragile condition and users are no longer able to access this item without causing further damage. Newspapers from this era were printed on chemically unstable ground wood pulp paper which deteriorates rapidly with age and use. The newspapers are likely to be completely unusable within 5 years.

Tooth and Company Hotel Cards
Approximate 23,000 cards digitised
Tooth and Company was a major brewer of beer in the New South Wales, Australia. It was historically one of Australia's oldest companies, having been established as a partnership in 1835. The Tooth and Company Hotel Card collection contains photographs of the exterior of most hotels in New South Wales and the Australian Capital Territory whether or not they were owned by Tooth and Company Limited. Each hotel was photographed approximately every 10 years in the period 1920s to 1970s.

The cards also contain the names of licensees, a summary of the quantity of beer and other beverages supplied by Tooth and Company Limited and information about who owned the hotel and property improvements. The cards reflect a definitive history providing information on the areas, aspects of the hotels and how appearances changed over time.

Several books have been published from the use of this collection, including recent books on NSW Railway Hotels, the history of Cessnock, Canberra hostels and hotels, and hotels of Lake Macquarie.

Xu Dishan [许地山 (1893-1941)] collection
Approximately 200 of the 1,224 digitised
The Xu Dishan [许地山 (1893-1941)] collection comprises many rare editions and suspected orphaned sacred books on Buddhism, Taoism and other Missionary publications of the time dating from 1860-1920.
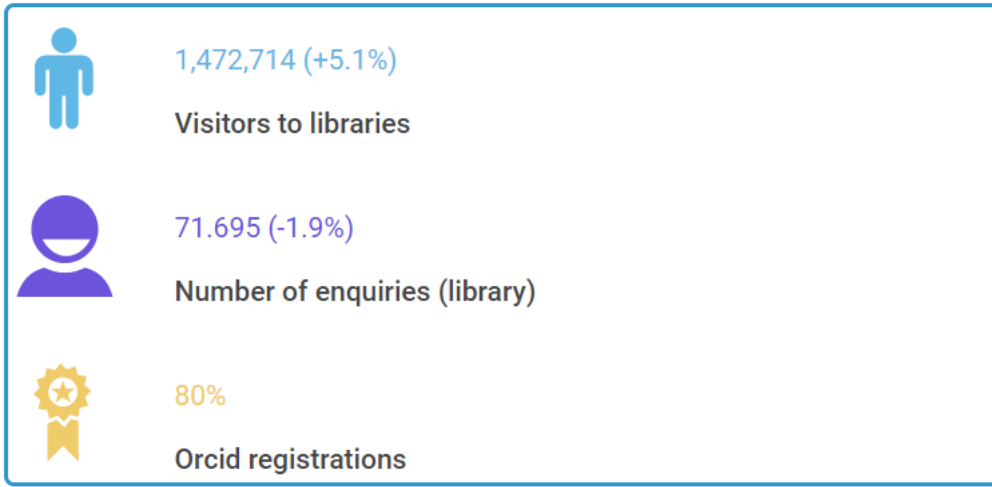
The collection was purchased from the family of the late prominent Chinese scholar, Xu Dishan, in Hong Kong in 1950 by the eminent Chinese historian and later Professor of Far Eastern History at The Australian National University (ANU), C.P. FitzGerald.

The collection attracts strong interest from researchers to support studies of Xu Dishan's scholarship and literature.

Some materials are in an extremely fragile condition and digital preservation was essential before further deterioration occurs. The project will continue for a number of years

BUILDING THE RESEARCHER OF THE FUTURE

Supporting our researchers

1,472,714 (+5.1%)

Visitors to libraries

71.695 (-1.9%)

Number of enquiries (library)

80%

Orcid registrations

ANU students are staff require capabilities to deal with the complexities of scholarly communication to support their research and future careers.

The programs and initiatives of the Division in 2017 focused on capabilities to support the researcher in the digital world.

ORCID is a researcher identify that is vital for students, academic staff and research-active professional staff, enabling researchers to be associated with the publications, grants and awards that are theirs, reduces confusion over similar names, and preventing others claiming their research. The Open Research team worked closely with the ANU community to achieve an outstanding result with over 80% registered ANU staff and students.

ORCIDs are progressively being added to the University's digital repository - Open Research and ANU Press. It will be fully integrated in the new Research Information Management System (RIMS)

Individual enquiries have built the knowledge and skills of students and staff in accessing scholarly resources and effectively undertaking their research.

9704 (+3.7%)

Face to Face

440 (-16.2%)

PULSE (online)

49,052 (42.5%)

How to guides (Page Views)
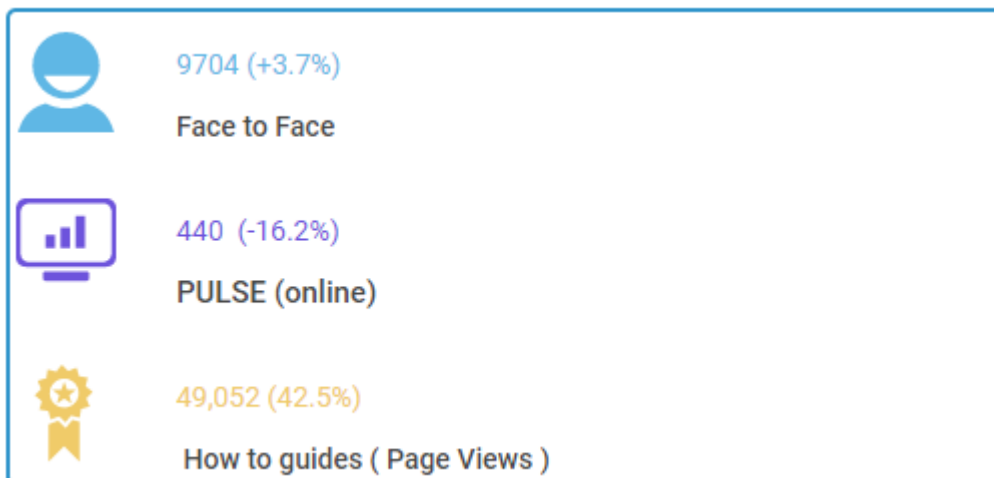
Digital and Information Literacy skills are needed in an increasingly complex scholarly world. A Small Private Online Course was completed with five modules providing a MOOC based approach to topics including:

- Scholarly communications 101
- Publish and prosper
- Talk data to me
- Increasing impact and engagement
- My research identity

A major review of Library support for students in the School of Medicine. In collaboration with the school consultations occurred with lecturers and over 25% of students provided formal feedback. The support program was fully redeveloped with a new framework for year 1-2 and 3-4 students through new Libguides, face-to-face training and individualised support.

Digital Literacy and Open Research staff ran the "Build your researcher profile" course in the ANU Coffee Club online courses, achieving the second highest attendance rate at these courses.

Library spaces

Use of the Libraries continued to grow, outpacing the capacity of the facilities to support the university through the learning commons.

The major project seeking to improve spaces, albeit not address the capacity issue fully were:

- Refurbishment of level 3 of Chifley Library – approximately 80 additional seating spaces were added after deselection of the reference collection. The whole of level 3 is now open 24x7.
- Menzies roof replacement and facelift. The Menzies Library is the oldest library on campus and after a number of years of significant damage to collection and learning spaces the roof was replaced, windows sealed and external face repaired.
- PARSA used the Graneek Room as a safe place to support the interactions and counselling of students after the respectful relationships project commenced

- One Button Studio – this facility allows students and academics to record high quality videos literally at the click of a button. This collaborative project with the Colleges of Arts and Social Sciences and Business and Economics was launched in March and has seen enthusiastic use for classroom, conference and preparation of other presentations.

The commencement of the Union Court (Kambri) redevelopment has caused impact on the student experience with water outages, power outages, dust and noise for users of the Chifley Library. The outcome, however, will significantly improve the student experience.

Opening up access to other collections

The Library joined BONUS+, a system that allows Library users to request copies of printed monographs directly from the 13 other participating university libraries in Australia and New Zealand. ANU Library supplied 4,280 loans of books to researchers in other universities through this system and ANU researchers borrowed 1,353 items.

EXTENDING THE UNIVERSITY'S REACH TO THE WORLD

ANU Press

60 (-7.7%)

Titles published

2,497,946 (+119%)

Use (downloads)
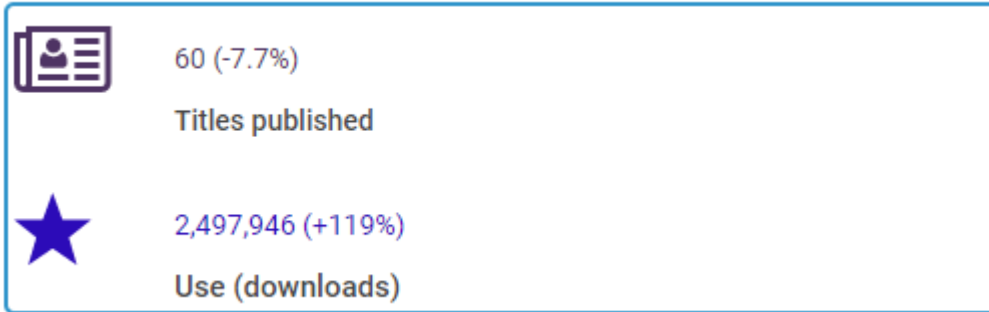
Most popular titles

1. The Military and Democracy in Asia and the Pacific
2. Regulatory Theory
3. Information Systems Foundations: Constructing and Criticising
4. The Joy of Sanskrit
5. Protected Area Governance and Management

ANU Press publishes works of the highest scholarship. It is recognized as one of the leading scholarly presses in the region.

The reach of the Press extended significantly in 2017, assisted by the new marketing officer and marketing plan.

The implementation of the recommendations of the ANU Press Review saw the use of DOIs, adoption of a new advisory committee, development of new relationships with authors and boards, and a significant increasing impact and engagement.

Repository

▲	5,286 New items (research collection
👍	969,211 Use (downloads)
👤	1,015,454 Use (views)
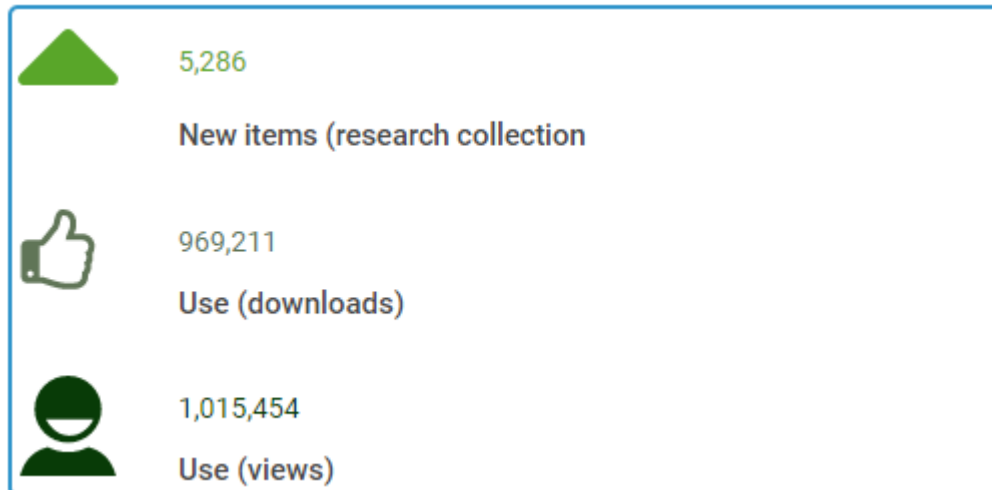
The Open Research repository communicates the University's openly accessibly research outputs (publications and data required for publications and digitised Library and Archive content) to the world. 83.5% of those who viewed the research outputs in 2017 came from outside Australia, from countries including South Korea, United Kingdom, United States, China, Germany, France, Italy, Japan and Indonesia (order reflects highest users).

Significant collections added included digitised print ANU Press books (1965-1991), over 350 ANU Asia-Pacific Linguistics / Pacific Linguistics Titles (over 6000 downloads in the year, most title last year *Tongan culture and history : papers from the 1st Tongan History Conference held in Canberra 14-17 January 1987*) and ANU Australian Primary Health Care Research Institute works. Unfortunately no fame but in terms of collaboration we did have David Nash using Open Research to add supporting documentation for a journal article he published in PNAS
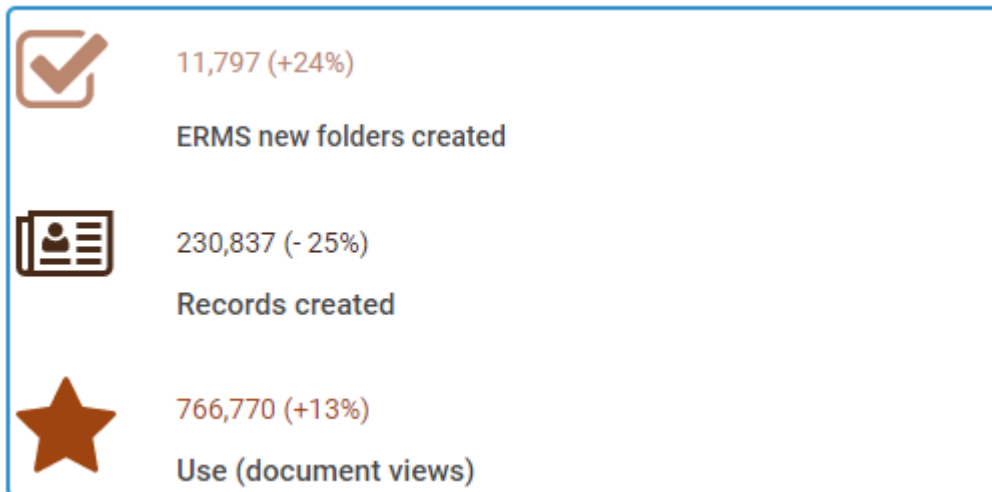
"3,467,157 downloads of ANU Press publications and ANU research occurred – achieving a strong international research for authors to readers in more than 100 countries"

SUPPORTING ANU BUSINESS PROCESSES

Activities of the Division contribute the operation of the university across all colleges and divisions.

Records management

The Electronic Records Management Service supports efficient access and management of records by 24x7 access and automated linking to processes through ANU eForms.

11,797 (+24%)

ERMS new folders created

230,837 (- 25%)

Records created

766,770 (+13%)

Use (document views)

Advice
Staff in the Division provided advice and worked to ensure the University's compliance with:
- Freedom of Information
- Privacy
- Copyright

Structural change

The Division was delighted to welcome the SIS Facilities team back into the Division.

Division staff achievements and change

Staff in the Division have a wide range of talents. Erin Gallant, in the Digitisation Squad, is a member of the Brindabella Chorus who won first in mid-sized chorus for Harmony Classic 2017 in October in Las Vegas.

Staff were farewelled through the Voluntary Early Retirement program. Karen Visser, Margaret Avard, Margaret Shapley, Georgina Buckley, Sue Clarke, Fiona Manning, Alan Napper, Chris Williams, Hans-Joerg Kraus, Deveni Temu, Hua-Jun Ni, Hong-Li Jia and Christine Bryant had made an important contribution to the University.

In particular I would like to recognise the contribution of Maggie Shapley as University Archivist for more than 10 years. She had with extraordinarily high professionalism, energy and passion led the Archives through major digital initiatives and collection expansion.

KEY STATISTICS

	Jan – Dec 2017	Jan – Dec 2016	Differences	Notes
Library				
Print collection				
Growth of collection	2,880	3,988	-27.8%	New acquisitions & withdrawals
Number of print resources borrowed	177,519	185,777	-4.4%	
E-Resources				
Size of collection number of e-titles	620,928	600,751	3.3%	
Number of uses (downloads/searches)	7,744,683	5,642,558	37.2%	Excl. Dec Nature, Oxford Scholarship Online, ClinicalKey, and Nov & Dec Sage ebooks and CRC Netbase.
Reference Enquiries				
Number of enquiries	71,695	73,113	-1.9%	
Total number of visitors to Library buildings	1,472,714	1,401,186	5.1%	
Archives				
Size of Archives collections (additions)	356 metres	208 Metres	71%	Note total size of collection is 21,297 metres
Collection use - Physical	15,273	25,625	-40.3%	Decrease may be due to availability of collection online

Archive enquiries	1,242	1,263	-1.7%	2016 stats not collected 1st quarter
Records				
ERMS Folders (new non-staff/student folders created)	11,797	9,539	24%	
No. of records created in ERMS	230,837	310,016	-25%	Note 2016 included digitised records
Use of records (Document Views) ERMS	766,770	679,416	13%	
ANU-Press				
Number of titles published	60	65	-7.7%	
Use includes E-view and E press titles	2,497,946	1,136,913	119.7%	
Most popular titles	1. The Military and Democracy in Asia and the Pacific (27,710) 2. Regulatory Theory (25,294) 3. Information Systems Foundations: Constructing and Criticising (23,556) 4. The Joy of Sanskrit (23,141) 5. Protected Area Governance and Management (21,418)	1. Protected Area Governance and Management (12,008) 2. Aboriginal History Journal Vol. 27 (8,554) 3. The Joy of Sanskrit (8,237) 4. Professionalism in the Information and Communication Technology Industry (8,103) 5. Aboriginal History Journal Vol. 39 (8,067)		
Open Research				
Collection size	88,903	83,892	6%	
Total usage of Open Research (visits)	1,990,911	1,872,961	6.3%	
Research and Information Skills				
Number of attendees (including online and face-to-face)	Face to Face **9704**	Face to Face **9,356**	Face to Face 3.7%	
	ANU Pulse Online **440**	ANU Pulse Online **525**	ANU Pulse Online	

		-16.2%	
	Page Views How to guides **49,052**	*Page Views* How to guides **34,412**	*Page Views* How to guides 42.5%	
Number of courses (including online and face-to-face)	Face to Face **686**	Face to Face **753**	Face to Face -8.9%	
	ANU Pulse Online **360**	ANU Pulse Online **202**	ANU Pulse Online 78.2%	
	How to guides **16**	How to guides **11**	How to guides **45.5%**	