



NATIONAL AND INSTITUTIONAL PERSPECTIVES ON METRICS-BASED RESEARCH EVALUATION

16 – 17 April 2009
Brisbane, Australia

Conference Jointly Organised By:



THOMSON REUTERS



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

PROGRAMME

Venue: **Queensland Brain Institute**
Upland Rd.,
The University of
Queensland
(St Lucia Campus)

DAY 1 – THURSDAY, 16 APRIL 2009

8:15-9:00 Registration
9:00-10:30 Opening and Keynote

Welcome: *Professor Max Lu, Acting Deputy Vice-Chancellor (Research), The University of Queensland, and Mr Mark Garlinghouse, Senior Vice President and Managing Director - Asia Pacific, Healthcare and Science business of Thomson Reuters*

Chair: *Professor Max Lu, Acting Deputy Vice-Chancellor (Research), The University of Queensland*

Keynote: **The United Kingdom's Approach to Evaluating Research**
Professor Charles Oppenheim, Loughborough University, United Kingdom

10:30-11:00 Morning tea

11:00-12:30 National Systems

Academic Ranking of World Universities and the Performance of Asia Pacific Universities

Professor Nian Cai Liu, Shanghai Jiao Tong University, China

Discipline, Department or Individual? Assessing Research Quality in Australia – the ERA Approach

Mr Andrew Calder, Australian Research Council

The Use of Bibliometrics to Monitor the Performance of the New Zealand Tertiary Education System

Mr Warren Smart, Ministry of Education, New Zealand

13:00-13:45 Lunch

13:45-15:15 Research Evaluation at the Institutional Level (Part 1)

Chair: *Dr Berenika M. Webster, Thomson Reuters*

Keynote: **Indicators of Knowledge Transfer, Commercialisation and Utilisation: Facing the Challenges**
Dr Robert Tijssen, Associate Professor, Centre for Science and Technology Studies (CWTS), Leiden University, The Netherlands

Global Comparisons of University Research: Issues and Opportunities

Mr Tony Sheil, Griffith University

Creating Australian-Specific Journal Sets: The Reasons for Doing So, and Implications for Citation Benchmarks

Ms Linda Butler, Australian National University

15:15-15:45 Afternoon tea

15:45-17:00 Research Evaluation at the Institutional Level (Part 2)

Chair: *Mr Ian Harris, Director, Research & Research Training Division, The University of Queensland*

Assessing Staff Research Productivity Within an Australian School of Population Health

Professor Alan Lopez and Ms Danielle Penn, School of Population Health, The University of Queensland

Making the Most of Citation Data: The Integration of Thomson Reuters Web of Science and UWA's Research Management System, Socrates

Professor Robyn Owens, University of Western Australia

Correlations Between RAE Scores and Bibliometric Measures

Professor Charles Oppenheim, Loughborough University, United Kingdom

19:00-22:00 Conference Dinner, The Long Room, Customs House, 399 Queen Street

PROGRAMME

DAY 2 – FRIDAY, 17 APRIL 2009

09:00-10:30 **The University Library and Research Evaluation**

Chair: *Ms Catherine Harboe-Ree, Monash University*

Keynote: **The University Library as a Key Player in the Research Evaluation Process**
Mr Keith Webster, The University of Queensland

Innovation in Research Support Services: How an Academic Library Can Make a Difference
Mr Andrew Wells, University of New South Wales

10:30-11:00 **Morning tea**

11:00-12:30 **Publication Management Systems Integration**

Scripted Solutions to Solving Our Bibliometric Nightmare
Ms Kate Sergeant, University of South Australia

ResearcherID and University Publication Data: A Case Study at The University of Queensland
Dr Amberyn Thomas, The University of Queensland; Mr Renny Guida and Ms Ellen Rotenberg, Thomson Reuters

Identifying Researchers Using People Australia
Mr Basil Dewhurst, The National Library of Australia

12:30-13:30 **Lunch**

13:30-16:30 **Measuring Research Excellence**

Part 1: What is 'Research Excellence', and Can You Actually Measure It?
Dr Robert Tijssen, Associate Professor, Centre for Science and Technology Studies (CWTS), Leiden University, The Netherlands

15:00-15:30 **Afternoon tea**

Part 2: Bibliometric Evaluations: Methodological Issues, Challenges and Examples

SPEAKERS' PROFILE

KEYNOTE PRESENTERS

Professor Charles OPPENHEIM

Charles Oppenheim is Professor of Information Science and Head of the Department of Information Science at Loughborough University. In his past life, he has held a variety of posts in academia and the electronic publishing industry, working for International Thomson, Pergamon and Reuters at various times.

His main research interests are in legal aspects of information work and in bibliometrics, especially the use of citation analysis to evaluate research performance.

Charles is an Honorary Fellow of the Chartered Institute of Library and Information Professionals. He is one of only three people in the world to have been awarded a higher doctorate in Information Science. He is a member of the Legal Advisory Board of the European Commission and a regular contributor to conferences and to the professional and scholarly literature. He is on the editorial board of several professional and learned journals, including the *Annual Review of Information Science and Technology*.

Abstract: The United Kingdom's Approach to Evaluating Research

In the past, the UK's Research Assessment Exercises have relied heavily on assessment by a panel of experts in the particular Unit of Assessment that the researchers being evaluated happened to work in. It was therefore quite a surprise when the then Chancellor of the Exchequer, Gordon Brown, announced that in future, research evaluations would be bibliometrics based. In this talk, the history of the RAE will be sketched out and the motives for changing to a bibliometrics approach will be explained. The current REF Pilot experiment will be explained and the bibliometric methods being used will be critically examined. The role of Evidence Ltd. and the fact that it is now owned by Thomson Reuters will be explored. The Keynote will end with speculation about how the future REF might be applied and with commentary on the validity of citation counting for analysing research quality.

Abstract: Correlations Between RAE Scores and Bibliometric Measures

There have been a large number of studies carried out in which scores in the United Kingdom's Research Assessment Exercise have been correlated against citation counts. Subjects that have received scrutiny include Civil Engineering, Psychology, Business and Management Studies, Library and Information Management, Genetics, Archaeology and Music. Somewhat surprisingly, the strongest correlations have been found in music. The paper will review these results and provide some explanations for the correlations. The paper will then go on to report on-going research which examines the use of h index and g index measures in the fields of Pharmacy, Library and Information Management and in Anthropology to see if they are correlated with RAE scores. This is believed to be the first time research has been carried out where the h index and its derivatives have been correlated against RAE scores.

Dr Robert TIJSSEN

Robert Tijssen is associate professor at the *Centre for Science and Technology Studies* (CWTS), Leiden University (Netherlands), as well as visiting professor at Stellenbosch University (South Africa) and adjunct associate professor at The University of Queensland (Australia). He has a PhD in Science Studies (Leiden University) and is on the editorial boards of the journals *Research Evaluation* and *Scientometrics*. He is the coordinator of the *Netherlands Observatory of Science and Technology*, the producer of the bi-annual *Science and Technology Indicators Report* for the Dutch government.

Over the last 20 years he has been active as an academic researcher. His consultancy work includes research performance evaluation of institutions as well as commissioned projects for national and international organisations. He has co-authored several books and numerous research articles in peer-reviewed international journals and conference proceedings. His main areas of specialisation are research evaluation, performance indicators, bibliometrics, university-industry linkages, science and innovation systems.

Abstract: Indicators of Knowledge Transfer, Commercialisation and Utilisation: Facing the Challenges

High-quality scientific research, technological development and commercial innovations are the key to competitiveness and future prosperity of advanced knowledge-based economies. It is no surprise that many federal and local governments now expect their universities and research institutes to engage in "third mission" activities (alongside teaching and research) specifically devoted to transfer, utilisation and commercialisation (TUC) of their knowledge and skills base. Contrary to teaching and research, the rate of success and gains resulting from "third mission" activities are often difficult to identify and measure, let alone to reliably assess the performance of institutes. Significant positive effects and economic benefits may take many years to emerge. Comparative statistical data is often scarce.

SPEAKERS' PROFILE

KEYNOTE PRESENTERS (CONTINUED)

TUC successes, often having many fathers, may prove elusive to capture in statistics and to attribute to the main contributors within universities or elsewhere.

TUC performance indicators are now gradually adopted as part of nation-wide assessments frameworks such as the UK's *Research Excellence Framework* (REF) and *Excellence in Research for Australia* (ERA) focusing on Australia's higher education sector. This presentation will discuss possibilities for further development of these indicators, while addressing their inherent conceptual problems, methodological obstacles, and major technical challenges.

Mr Keith WEBSTER

Keith Webster has been University Librarian and Director of Learning Services at The University of Queensland since June 2006. Previous posts include University Librarian at Victoria University of Wellington, New Zealand, Head of Information Policy at HM Treasury in London and Director of Information Services at the School of Oriental & African Studies, University of London. External appointments have included Adjunct Professor of Library Management at Victoria University of Wellington and Honorary Professor of Information Science at City University, London.

He is Convenor of the IFLA 2010 World Library and Information Congress which will be held in Brisbane. Keith is a Chartered Fellow and Honorary Fellow of the Chartered Institute of Library and Information Professionals and an Associate of the Australian Library and Information Association.

Abstract: The University Library as a Key Player in the Research Evaluation Process

The University Library holds a long-established place as a key part of academic research infrastructure. For centuries, the library has been responsible for acquiring and providing access to records of the world's scholarship. The advent of electronic information resources has brought profound change to the idea of the university library. The curatorial and mediation functions of library staff with respect to formally published knowledge are increasingly marginalised.

Librarians, however, have been educated in a body of professional knowledge that is central to many aspects of research and scholarship in an electronic world. Understanding the research process, mapping the published outputs of research and modelling citation patterns are all fundamental aspects of a research librarian's armoury.

In this paper the opportunity for librarians to be central players in the research valuation process will be set out, and a new vision for the future of the research library will be described.

SPEAKERS' PROFILE

SESSION CHAIRS

Professor Max LU

Max Lu was appointed Acting Deputy Vice Chancellor (Research) of The University of Queensland earlier this year. Previously he was Pro-Vice-Chancellor (Research Linkages) in a 50 percent capacity while retaining his role as Director of the ARC Centre of Excellence for Functional Nanomaterials – a role he has held since 2003.

Prof Lu's research expertise is in nanoparticles and nanoporous materials for clean energy and environmental technologies. With over 280 journal publications in high impact journals including Nature, JACS, Angew Chem., Adv Materials, he is also co-inventor of 14 international patents. Prof Lu is a highly cited researcher in chemical engineering and materials science with over 4500 citations (with h-index of 35). He has received numerous prestigious awards nationally and internationally including the Orica Award, RK Murphy Medal, Le Fevre Prize, ExxonMobil Award, IUMRS Young Scientist Award, Top 100 Most Influential Engineers in Australia (2004) and Top 50 Most Inspiring Chinese in the World (2006). He is an elected Fellow of the Australian Academy of Technological Sciences and Engineering, and Fellow of IChemE. In 2003, he was awarded his first ARC Federation Fellowship and his second ARC Federation Fellowship in 2008.

Prof Lu formerly served as the DEST Research Quality Framework Chair of Engineering and Technology Panel 2007, on Expert Advisory Groups of the Prime Minister's Science, Engineering and Innovation Council (2004, 2005), and as ARC College of Experts Panel member (2002-2004). He is currently the Chairman of IChemE Australia Board, and Director of the Board of the Australian Academy of Technological Sciences and Engineering. His other committee memberships include the Research and Investment Committee, Centre for Low Emission Technology, Advisory Board of CSIRO Flagship for Future Manufacturing, Management Board of the ARC Nanotechnology Network and the Queensland China Council.

Mr Mark GARLINGHOUSE

Mark Garlinghouse is based in the Asia Pacific head office of the Healthcare and Science business in Singapore. Since joining Science (known then as Thomson Scientific) in 1998, he has spearheaded the business sales growth in Asia and expanded the Science business footprint, opening offices in Beijing, Seoul, Sydney, Bangalore and Taipei and Singapore.

Mark leads a team of professionals who work closely with academic institutions, corporations, professionals in R&D, life sciences and intellectual property, as well as government departments across Asia Pacific to understand their business needs and customise Thomson Reuters information solutions to meet their dynamic needs.

He completed master's level work at the Nanjing campus of The John Hopkins University School of Advanced International Studies. Mark holds a bachelor's degree from Stanford University in East Asian Studies.

Mr Ian HARRIS

Ian is the Director of the Research and Research Training Division at The University of Queensland, with responsibility for management support of UQ's research community including grants administration, research higher degree students, legal services, human and animal ethics, and research performance information. Prior to his current appointment in September 2006, Ian was the Chief Operating Officer for the ARC Centre of Excellence for Integrative Legume Research, one of the eight first-round ARC centres of excellence established in 2003.

His professional career spanning more than 30 years has also included senior management roles in international education and faculties in several Australian universities (including the University of Sydney and The Australian National University), establishment of the IDP Education Australia office in the Philippines and business development in the community health and aged care sector.

Ian holds a Bachelor of Science in Agriculture degree from the University of New England, a graduate diploma in administration from the University of Technology, Sydney and a Master of Education from the University of Sydney. He is also a Graduate member of the Australian Institute of Company Directors.

Ms Catherine HARBOE-REE

Cathrine Harboe-Ree is the University Librarian at Monash University. Prior to this, she was the Director, Collections and Services at the State Library of Victoria. She is a member of the Australian National Data Service (ANDS) Steering Committee and was the project leader of the Commonwealth Government funded institutional repository project, ARROW. She is a faculty member of the Australasian CAUDIT EduCause Institute and a member of the Editorial Board of *Australian Academic & Research Libraries* and the Programming Committee of Global Research Libraries 2020.

Dr Berenika WEBSTER

Berenika M Webster is Strategic Business Manager, Australia and New Zealand, from the Healthcare and Science business of Thomson Reuters in Asia Pacific. She supports regional users of Thomson Reuters research evaluative products.

Prior to joining Thomson Reuters in 2008, Dr Webster held academic posts in UK and New Zealand and was an Academic Project Manager (Research Quality) at Office of the Deputy Vice-Chancellor (Research) at The University of Queensland. Berenika holds a Masters degree in Library and Information Science from Western Ontario and PhD in bibliometrics from Warsaw University. She has published in the area of scholarly communication and research evaluation.

SPEAKERS' PROFILE

SPEAKERS

Professor Nian Cai LIU

Professor Nian Cai Liu took his undergraduate study in chemistry at Lanzhou University of China. He obtained his Masters and doctoral degrees in polymer science and engineering from Queen's University at Kingston, Canada. He worked as an associate professor and a full professor at the School of Chemistry and Chemical Engineering of Shanghai Jiao Tong University from 1993 and 1997 respectively. He moved to the field of higher education research in 1999.

Professor Liu the Director of the Center for World-Class Universities and the Dean of Graduate School of Education, Shanghai Jiao Tong University. His current research interests include world-class universities and research universities, university evaluation and academic ranking, research evaluation and science policy, and institutional research and university planning.

Professor Liu has published extensively in both Chinese and English journals. The Academic Ranking of World Universities, an online publication of his group, has attracted attentions from all over the world. His latest book "*World-Class Universities: from Quality to Excellence*", co-edited with Dr. Jan Sadlak of UNESCO-CEPES, will be published soon.

Abstract: Academic Ranking of World Universities and the Performance of Asia Pacific Universities

The first multi-indicator ranking of world universities, "Academic Ranking of World Universities" (ARWU), was published by the Graduate School of Education (formerly Institute of Higher Education) of Shanghai Jiao Tong University in June 2003. Although the initial purpose of ARWU was to determine the global standing of top Chinese universities, it has been attracting worldwide attention from governments, universities, media, and the public. Since then, about 10 global university rankings have been published. The impact of global university rankings has also been increasing. In this presentation, the history, methodologies of ARWU will be introduced and its features and limitations will be discussed. The positions of Asia Pacific universities and their trends will be analysed according to ARWU. The academic performance of Asia Pacific universities in various indicators will be investigated. Recommendations will be provided on how to use global university rankings and how to improve the performance of Asia Pacific universities.

Mr Andrew CALDER

Andrew Calder is the Director of the ARC's Research Performance and Analysis Team, which supports the development of quantitative indicators for ERA. This includes the development of bibliometric tools, ranked

journal lists and various benchmarking methodologies for ERA.

Andrew has previously worked for the New Zealand Government to develop a national research, science and technology performance and evaluation system. Andrew has participated in OECD working groups to develop a range of new indicators for the measurement of innovation and other science and technology indicators. Andrew has worked in the UK where he developed performance measurement frameworks for a number of high profile charities in the UK at a time when government was seeking evidence of 'return on investment' within the charity sector. Andrew has also developed and implemented a number of environmental monitoring strategies for local authorities, including the development of KPI reporting systems for government.

Abstract: Discipline, Department or Individual? Assessing Research Quality in Australia - the ERA Approach

Research assessment exercises around the world use different units of assessment for assessing research outputs. These include department, individual, research group and field of research. It is recognised that each of these approaches have their own intrinsic strengths and weaknesses. In the build up to the Research Quality Framework (RQF) in Australia, many universities undertook advanced modelling of research outputs in order to determine the most competitive research groups for submission. Now, under the new Excellence in Research for Australia initiative (ERA), research performance will be evaluated by the field of research as defined by the Australian and New Zealand Standard Research Classification (ANZSRC).

The new approach has raised some concern about the ability of universities to recompile research outputs from departments, centres and various multidisciplinary research groups. The presentation will review the various approaches internationally, with data presented to demonstrate the ERA methodology and the types of analyses universities will be able to undertake in-house with the supplied data and benchmarks.

Mr Warren SMART

Warren Smart is Senior Research Analyst at the Ministry of Education, New Zealand. He monitors and analyses research performance in the New Zealand tertiary education sector and is the author of several bibliometric reports examining the research performance of New Zealand universities.

Warren has a Master of Social Sciences from the University of Waikato and is studying towards a PhD that examines the measurement of the productive efficiency of New Zealand's public tertiary education institutions.

SPEAKERS' PROFILE

SPEAKERS (CONTINUED)

Abstract: The Use of Bibliometrics to Monitor the Performance of the New Zealand Tertiary Education System

This presentation discusses the role of bibliometrics in monitoring the performance of the New Zealand tertiary education system. The Ministry of Education uses aggregated data from Thomson Reuters to monitor the research performance of the tertiary sector and individual providers. The bibliometric data is used to benchmark the performance of New Zealand universities and is also used to monitor the impact of the Performance-Based Research Fund (PBRF) – the research funding allocation system for New Zealand's tertiary education organisations. The bibliometric data shows that the median relative academic impact of New Zealand indexed research sits between Australian Go8 universities and non-Go8 universities. It also suggests there has been a shift in the research performance of New Zealand universities since the PBRF was introduced in 2004. Since then, the share of world indexed publications by New Zealand university authors has increased along with their share of world citations. The operation of the PBRF is constantly being reviewed and the Ministry of Education will watch the increased use of bibliometrics in the United Kingdom and Australia with interest.

Mr Tony SHEIL

Tony Sheil is a regular contributor to Australian university policy debate on a range of issues including rankings, research policy and research evaluation. He is currently a member of the Australian Government's Indicators Development Group for the Excellence in Research for Australia (ERA) initiative and previously served on the RQF Metrics Technical Working Party.

His career in university management spans over 20 years working for three universities (Griffith, the University of Manchester and the former University of Manchester Institute of Science and Technology). Prior to taking up his current position at Griffith University, Tony served as Foundation Executive Officer, Innovative Research Universities Australia (IRUA) from 2004-2007. The IRUA is an Australian university mission group which represents the views of six research intensive universities founded in the 1960s and early 1970s (Flinders, James Cook, Griffith, La Trobe, Murdoch and the University of Newcastle).

His recent research about the implications of world university rankings for national and institutional research strategy of small nations will form a chapter within a book

to be jointly published by Shanghai Jiao Tong University and UNESCO-CEPES, due for release in early 2009. In June 2008 he delivered a paper on the same theme at the Nordic Universities Association/OECD conference, *Does Size Matter? Universities competing in a global market*, held in Reykjavik, Iceland. In December 2008 he was panelist at the Wellington Group – a forum of senior higher education managers from the USA, England, Scotland, Ireland, Canada, Australia and New Zealand – speaking on the topic, *Statistics and damned lies –from Wellington to Shanghai: how do we really compare?*

Abstract: Global Comparisons of University Research: Issues and Opportunities

The globalisation of research means that universities are no longer content merely with national comparisons of research performance and standing. Universities that wish to compete for leading academic talent and access global research opportunities must develop an advanced understanding of their relative position within the global knowledge economy. This entails benchmarking performance at the level of the institution, academic elements and research centres, and of individual researchers - within broad disciplines and narrow subject areas. This presentation explores several methods used to benchmark performance, and discusses the issues associated with making global comparisons and the opportunities to employ more advanced techniques.

Ms Linda BUTLER

From 2001 to 2008, Linda Butler was head of the Research Evaluation and Policy Project (REPP) at the Australian National University. She is a leading authority on bibliometric analysis, and has been engaged in the theoretical and empirical study of research evaluation for 20 years. Her findings on the effects of using publication counts to determine the distribution of research funding to universities have had significant public policy impact. Ms Butler's research on quantitative indicators has become of critical importance with the recent heightened interest in the assessment of university research performance. Since 2006 she has been contracted by the Australian Government to advise on quality metrics/indicators as first the RQF, and then ERA, were developed and implemented. In partnership with RAND Europe, Ms Butler is a member of the HEFCE Framework Agreement that was established to support the development of a new research assessment and funding system in the UK.

Her research interests include: assessing quantitative measures of research performance, with a particular interest in measures for the humanities, arts and social sciences; using bibliometric techniques to map the organisational structure of Australia's research landscape and analyse its relative strengths and weaknesses; and the assessment of the impact of research in the broader community, outside academia.

SPEAKERS' PROFILE

SPEAKERS (CONTINUED)

Abstract: Creating Australian-Specific Journal Sets: The Reasons For Doing So, And Implications For Citation Benchmarks

One of the most common methods for assessing the performance of universities is bibliometric analysis based on fields of research. Most commonly for broad sector-wide studies, fields of research are defined by journal sets, usually utilising existing lists such as the *Web of Science* subject categories.

However these journal sets do not always align well with Australia's standard Fields of Research classification scheme – the scheme used for reporting most higher education data, and the scheme against which most policy analysts expect assessments to be made. In addition, many existing systems have considerable overlap between the journal sets for related fields, leaving analysts in a quandary about what it is exactly that is being assessed.

Today's presentation will provide an overview of some of the benefits for bibliometric analysis in Australia that have flowed from the construction of a completely new series of journal set. It will also present empirical evidence to demonstrate the effect of these changes on citation benchmarks.

Professor Alan LOPEZ

Alan Lopez is Professor of Medical Statistics and Population Health and Head of the School of Population Health at The University of Queensland. Prior to joining the University in January 2003, he worked at the World Health Organisation in Geneva, Switzerland, for 22 years where he held a series of technical and senior managerial posts including Chief epidemiologist in WHO's Tobacco Control Program (1992-95), Manager of WHO's Program on Substance Abuse (1996-98), Director of the Epidemiology and Burden of Disease Unit (1999-2001) and Senior Science Advisor to the Director – General (2002). Alan Lopez is an editorial board member of numerous peer reviewed public health journals and professional organisations, grant reviewer and consultant, including the Wellcome Trust Population and Public Health Funding Committee.

He is a highly cited author whose publications have received worldwide acclaim for their rank in importance and influence in health and medical research (with over 10,000 lifetime citations and an h index of 34) - publishing widely on mortality analysis and causes of death, including the impact of the global tobacco epidemic, and on the global descriptive epidemiology of major diseases, injuries and risk factors. He is the co-author with Christopher Murray of the seminal [Global Burden of Disease Study](#) (1996) which has greatly influenced debates about priority setting and resource allocation in health.

Alan Lopez has been awarded major research grants in epidemiology, health services research and population health, including funding from the NHMRC, Wellcome Trust, Bill and Melinda Gates Foundation and AusAID.

Ms Danielle PENN

Danielle Penn commenced as the Research Development Coordinator in the School of Population Health, The University of Queensland in 2007. Previous to this appointment she was employed in research and clinically based roles in the not for profit, university, public hospital and private pathology sectors in Brisbane and Sydney. Danielle has obtained a Bachelor of Biomedical Sciences, Masters of Science, Masters of Public Health and a Justice of the Peace (Qual). Her experience is largely in health informatics, program evaluation and chronic disease management. She is also interested in equity and inequality in health, social justice and the environmental impacts of climate change. Danielle's role at the School of Population Health is to provide analytical and academic support and advice to enhance the School's research performance, in the development of competitive grant applications and publications and bibliometric analyses.

Abstract: Assessing Staff Research Productivity within an Australian School of Population Health

Bibliometrics are increasingly being used in national research assessment exercises. This article reports on measures and applications of bibliometrics within a large Australian School of Population Health, the School of Population Health at The University of Queensland. As a result of the production of annual staff research assessment reports, the research culture of the School has greatly strengthened and consideration of more metrics to include in future assessments is underway for future staff performance appraisals. This presentation reports on measures and application of bibliometrics that were introduced in 2003 in an attempt to enhance the research culture of the School and to provide clear benchmarks for staff at different academic levels of appointment, with the information being used extensively in annual staff performance appraisals.

Professor Robyn OWENS

Robyn Owens is currently the Pro Vice-Chancellor (Research and Research Training) at The University of Western Australia, where she leads the development and research training of research students and early career researchers. Prior to this she was Head of the School of Computer Science & Software Engineering at The University of Western Australia. She has supervised over 20 PhD and Masters research theses to completion, and in 2001 was awarded an Excellence in Teaching Award for Postgraduate Supervision. Other awards include the Kenneth Clarke Prize for the best paper published in the *Australasian College of Physical Scientists and Engineers in Medicine Journal*, 1994 and the Asia Pacific IT Award for Best Research Project 1999. Her research interests are in computer vision and visualization, and most recently have concerned 3D model building and recognition.

SPEAKERS' PROFILE

SPEAKERS (CONTINUED)

Abstract: Making the Most of Citation Data: the Integration of Thomson Reuters *Web of Science* and UWA's Research Management System, Socrates

In late 2006 The University of Western Australia launched Socrates, an online application designed to draw data from key research information systems, in order for the University to prepare portfolios for the Research Quality Framework (RQF). Socrates also incorporates bibliographic and citation data from Thomson Reuters' Web of Science (WoS) using the web services interface (API).

This presentation focuses upon the utilisation of Thomson Reuters' data within Socrates. The benefits of importing Thomson Reuters' data, including reducing the workload associated with the annual HERDC publications collection, and using imported research tags to trace the level of publication within specific disciplines, are explored. The presentation also outlines the technical problems faced by Socrates with regards to matching citation data imported from the WOS to data from the UWA Publications Database. Overall, it is argued that by drawing data from the WOS, Socrates is able to provide a detailed analysis of UWA's indexed publications at a university, organisational unit and individual level, thereby shedding significant light on the University's research output performance.

Mr Andrew WELLS

Andrew Wells is the University Librarian at The University of New South Wales. He was appointed to this position in September 2001. Andrew has held senior positions in several major Australian libraries. He joined the National Library of Australia in August 1996 as Director, Technical Services and was later promoted to Assistant Director, General Resource Sharing Division. In this position, he led the implementation of Kinetica in 1999 which replaced the Australian Bibliographic Network. At the State Library of New South Wales, he occupied senior positions in collection and multicultural services and was Manager, Document Delivery Service for two years. He has worked in a large number of libraries, with major periods of service at The University of Queensland Library and Macquarie University Library.

Andrew has been active in the library profession through contributions to the Australian Library and Information Association and standards bodies including Standards Australia Committee IT/19 and the Australian Committee on Cataloguing. He is currently the President of the Council of Australian University Librarians and was Chairperson of CEIRC (CAUL Electronic Information Resources Committee) for 2006 and 2007. He was a mentor for the Aurora Leadership Institute for four consecutive years from 2003 to 2006.

Abstract: Innovation in Research Support Services: How an Academic Library Can Make a Difference

UNSW Library serves a research-intensive university. In 2006, the Library's information services were restructured to enable innovation in research support services and strengthen the relationship between the Library and academic staff. This paper outlines the rationale for this change and describes the new services, including research impact, publication measurement and bibliometric programs. An account of the challenges and barriers to developing these services is provided, together with an evaluation of their success to date.

Ms Kate SERGEANT

Kate Sergeant is the Digital Resource Services Coordinator at the University of South Australia (UniSA). This role includes responsibility for the University's institutional repository and other repository services such as the Bob Hawke Prime Ministerial Archive. Kate is an active member of the Australian repository community and has been a member of the Metadata Advisory Committee for Australian Repositories since its inception in 2007. In addition she also co-teaches cataloguing and metadata in UniSA's Library and Information Management program.

Abstract: Scripted Solutions to Solving our Bibliometric Nightmare

University of South Australia (UniSA) management wanted to know who is publishing, where and how often. Researchers wanted a list of their publications with citation counts. The Library wanted to provide an ongoing service that assisted the University to measure and assess its research output.

Citation searching can be difficult, time consuming and tedious, complicated by incomplete or inaccurate citations. Busy researchers, while keen to know their current citation counts, are much less keen to do it themselves. Faced with these challenges the Library established a project to collect the citation counts for all our researchers' publications. Searching for each publication's citation count is resource intensive but we discovered the added benefit of verifying each reference's details. We then further built on this work by developing scripted solutions that automatically increment citation counts from the harvested alerts.

This paper outlines how the Library is meeting the challenge of managing bibliometric and bibliographic data. In providing a service that helps the University answer some of the hard questions asked about measuring and assessing the University's research outputs, the Library is not only filling its repository with clean metadata, but also reinforcing the Library's reputation as metadata and bibliometric experts.

Dr Amberlyn THOMAS

In October 2008 Amberlyn Thomas joined The University of Queensland Library as the Research Infrastructure Manager. In this position Amberlyn works with the UQ research community

SPEAKERS' PROFILE

SPEAKERS (CONTINUED)

to ensure that the Library is responsive to their information needs. Amberyn has been immersed in the tertiary education sector for over 15 years in diverse roles, including as a post-graduate student, lecturer (physics), and business development manager. Prior to her current Library position, Amberyn worked in research administration within the Office of the Deputy Vice-Chancellor (Research) at UQ, and in that capacity was involved in both grants administration and UQ's preparations for the (cancelled) Research Quality Framework. Since her move to the Library, Amberyn has worked closely with the Manager of the UQ eSpace in supporting the publications data aspect of UQ's preparations for the Excellence in Research for Australia submission.

Mr Renny GUIDA

Reynold Guida is Director of Product Development for Thomson Reuters. For the last 12 years he has worked with customers of the Scientific business, now Healthcare and Science to develop applications for the *ISI Web of Knowledge*. His development team is responsible for *ResearcherID*, current awareness systems, web services and links, usage reporting, and community and collaboration features of the *ISI Web of Knowledge*. Prior to joining Thomson Reuters, Reynold was with the McGraw-Hill Companies and Xerox Corporation where he was responsible for product management and sales of custom document management systems.

Ms Ellen ROTENBERG

Ellen Rotenberg is Manager, Product Development, at Thomson Reuters, based in Philadelphia. Her business focus is on the development community and collaboration features in the *ISI Web of Knowledge* and *ResearcherID.com*, as well as working on of inbound and outbound linking. Previously she has held positions at BIOSIS and consulting for the pharmaceutical industry. She holds a Bachelors degree in Biology from the University of Maryland and a Masters degree in Bioinformatics from the University of the Sciences in Philadelphia.

Abstract: ResearcherID and University Publication Data: a case study at The University of Queensland

Historically, the collection and management of UQ's publication data has involved manual data entry, with citation metrics retrieved from Thomson Reuters *Web of Knowledge* on an "as-needed" basis: a time-consuming and costly workflow. A partnership between Thomson Reuters and the UQ Library has demonstrated that the integration of Thomson Reuters *ResearcherID* with UQ's publication data provides significant benefits, including increased efficiency and accuracy. Furthermore, the ability to integrate citation metrics with UQ publications data provides a rich source of information with many

potential applications, including the measurement of research performance and assisting in the preparation of grant applications.

Mr Basil DEWHURST

Basil Dewhurst is Manager, Resource Discovery Services at the National Library of Australia. In this role he oversees the Australian Research Repositories Online to the World (ARROW) Discovery Service (<http://search.arrow.edu.au>), Music Australia (<http://www.musicaustralia.org/>) and Picture Australia (<http://www.pictureaustralia.org>). He is also the Project Manager for the new People Australia project: an online service providing access to information about people and organisations as well as associated physical and digital resources.

Abstract: Identifying researchers Using People Australia

The National Library has built a new service called People Australia that will allow users to discover the resources people and organisations create along with related contextual information. People Australia has the potential to benefit the Australian research community by creating profiles for researchers and research teams and persistently identifying them. This presentation will provide an overview of People Australia and detail how People Australia is being used to support the identification of researchers in the NicNames project.

FREE RESOURCES



Finding Meaningful Performance Measures for Higher Education

http://science.thomsonreuters.com/m/edfs/exec_report_provosts.pdf

Using Bibliometrics : A Guide to Evaluating Research Performance with Citation Data

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Using Bibliometrics in Evaluating Research

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