

Workshop Advocacy – what works

Dr Danny Kingsley
Open Access Research Conference
QUT, Brisbane, Australia
30 October 2013

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Who are these people?

- Welcome to our international guests!
 - One quarter of the group, including people from Africa, Singapore, New Zealand and the UK
- Mostly library people (many responsible for repositories)
- Some participants are from government, some are publishers and some people from advocacy groups

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Today

- Start with the big picture
 - Theoretical concepts about disseminating ideas
 - Where are we at in terms of OA worldwide?
 - Practical research into populating repositories
- What are the messages?
 - Incentives – who benefits from open access?
 - Integration – into existing systems
 - Regulations – to mandate or not to mandate
 - Barriers to repository use
- The process of advocacy
 - Contact points in the research cycle
 - Sales pitches
 - Advocacy by stealth

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We need to get moving every 20 minutes

The screenshot shows the Australian Institute of Fitness website. The main article is titled "Killer Desk Jobs: Why Sitting Down is Bad for You" and is dated Wednesday 28th August 2013. The article text states: "Two studies have shown that those who sit down for longer than about 10 hours daily are 10% more likely to die than those who sit for 10% less. A group of 17,000 adults over 40 years old who sat for 11 hours per day or more had a 45% higher chance of premature death than those who sat for less than 10 hours." It also mentions that a US study shows that sedentary men sitting 10 hours daily and women 10.7 hours were more likely to die than those who were active and sat for less than 7 hours per week. The article concludes that the main problem is not sitting itself, but the lack of movement throughout the day. It suggests that regular movement is the key and that employers should encourage it. The article is from the "From The Blog" section and includes a "Message" link.

From The Blog

- 1. Changing careers
- 2. The benefits of self-publishing
- 3. The benefits of self-publishing

<http://fitness.edu.au/resource-centre/view/killer-desk-jobs-why-sitting-down-is-bad-for-you-750>

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THEORETICAL CONCEPTS ABOUT DISSEMINATING IDEAS

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Diffusion of Innovations



1st edition 1962
5th edition 2003

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What?

- Innovation
 - “an idea practice or object that is perceived as new by an individual”
- Diffusion process
 - “concerned with communication of a new idea to members of a social system”

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What is the ‘innovation’?

- Repositories
- AND (sometimes) open access itself
- Remember the 1999 referendum?
 - Asked whether Australia should become a republic with a President appointed by Parliament
 - following a bi-partisan appointment model approved by a half elected, half appointed Constitutional Convention held in Canberra Feb 1998

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1999 referendum

There was a picture of a button saying 'vote NO to the politician's republic' here



There was a picture of the outcome of the referendum here -
http://www.statusquo.org/aru_html/images/Referendum/Referendum/republic.gif

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Build repositories and they will come?

- Thanks to David Groenwegen

How it was supposed to work

1. Set up a digital repository, preferably using open source software like ePrints or DSpace
2. Set up a self submission form for researchers
3. Promote the benefits listed two slides back
4. Wait for the pre-prints to roll in
5. Achieve critical mass
6. Journal publishers would stop selling subscriptions and move into the peer review/accreditation business
7. Access to research would be cheaper and easier
8. Job done!

MONASH University
 Repository post, present & future
 06/10/2013 14

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Successful innovations have

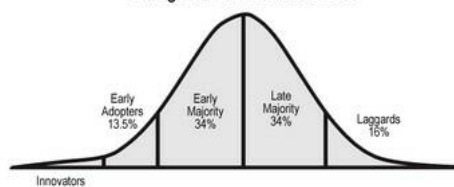
- *Advantage* over current system(s)
- *Compatibility* with existing processes
- *Trialability* the degree to which an innovation may be experimented with on a limited basis
- *Observability* the degree to which the results of an innovation are visible to others
- *Less perceived complexity*

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Where are we at?

Categories of Innovativeness*





*From E.M. Rogers, Diffusion of Innovations, 4th edition (New York: The Free Press, 1995)

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Get up!

- Find three people to talk to
 - Ideally one international person per group
 - Ideally people you have never met before
- Work out, given your audience, what your repositor(ies) offer in terms of:
 - *Advantage*
 - *Compatibility*
 - *Trialability*
 - *Observability*
 - *Perceived complexity*
- Have the conversation on your feet



There was a picture of people looking at a stack of books here

HOW MUCH RESEARCH IS OA?






More work is available green OA than gold OA

- Study* of the proportion of research published in 2008 that was available OA in 2009:
- One in 5 papers - split between OA journals & repositories.
 - OA journals - 8.5% of all published papers (one in four of these in a hybrid journal)
 - **Repositories 11.9% of all published papers**
- * Björk, B.-C., P. Welling, et al. (2010). "Open Access to the Scientific Journal Literature: Situation 2009." PLoS ONE 5. (6): e11273.
- Note: Follow-up study showed that five years on 42-48% of research published in 2008 was OA
 - Eric Archambault (2013) "The Tipping Point – Open Access Comes of Age" - <http://users.ecs.soton.ac.uk/harnad/Temp/ISSI-ARchambeault.pdf>

Academia is not homogenous


- The way they PUBLISH
- The SPEED of the work is very different
- Academics have little idea of how other disciplines work
- The type of opposition will change from discipline to discipline

Spectrum of scholarly communication

- Hard science
- 'Urban'



There was a picture of a busy city street here



There was a picture of a cow here

- Arts & humanities
- 'Rural'

Conference papers → Journal articles → Monographs

Disciplinary trends

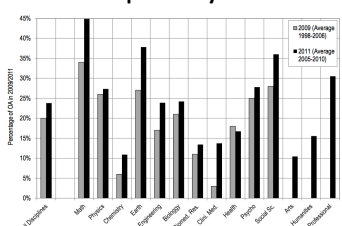


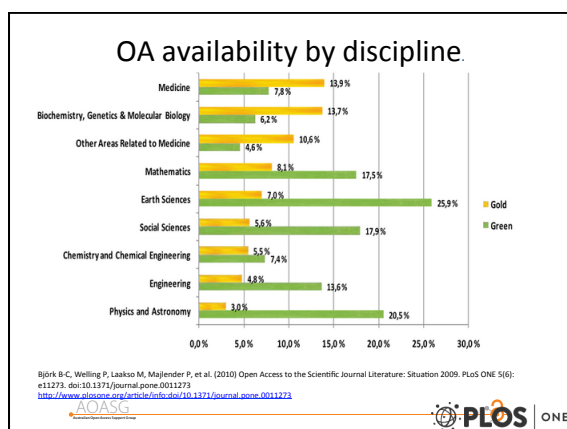


Figure 3. Average percent OA for the 2009 sample (for publication years 1998-2006) and 2011 sample (for publication years 2005-2010).

Gargouri, Y., Larivière, V., Gingras, Y., and Harnad, S. (2012). Green and Gold Open Access Percentages and Growth, by Discipline. In Archambault, E., Gingras, Y., and Larivière, V. (2012). Proceedings of 17th International Conference on Science and Technology Indicators, Montréal: Science-Metrix and GST http://2012.sticonference.org/Proceedings/w01/gargouri_Green_285.pdf



Consider...

- What are the disciplinary patterns in your institution?
- Have you noticed differences in the attitudes towards/interest in open access depending on the discipline?
- Then stand up!

LOTS OF PEOPLE WANT THE ANSWER...

Sustainable practices for populating repositories

- Eight complementary practices
 - Advocacy
 - Institutional Mandates
 - Metrics
 - Recruitment and Deposit Services
 - Research Biographies
 - Institutional Profiles
 - Publisher agreements
 - Direct Deposit

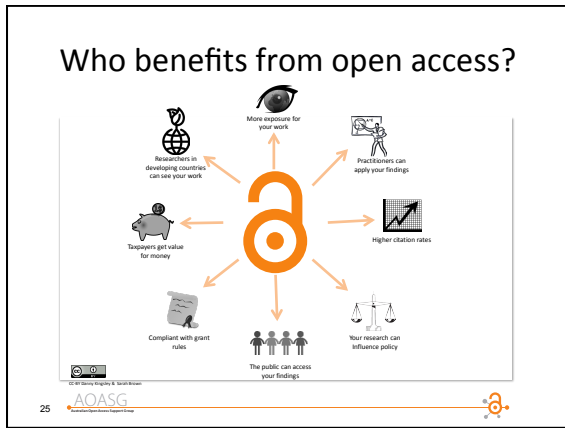
From Confederation of Open Access Repositories (COAR) "Incentives, Integration and Mediation: Sustainable Practices for Populating Repositories" June 2013
<http://www.coar-repositories.org/activities/repository-content/sustainable-practices-for-populating-repositories-report/>

Three categories

- Incentives
 - Promoting the benefits of repositories through advocacy and metrics as well as adoption of policies/mandates that require deposit
- Integration
 - Amalgamating repository services with other institutional services like research information systems and research biographies
- Mediation
 - Implementing tools, workflows and agreements that ease and simplify the deposit process

Advocacy, research biographies, institutional profiles

INCENTIVES



Benefits – exposure

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Average no of times an article is cited?

- H-index scores in 2011 and increases from 2009, School of Public Health, University of Sydney.**

KEY POINTS SUMMARY: In 57 academic and research staff:

- Zero had H=0
- 15 (26.3%) had H between 2 – 9. These staff had an average of 10 research active years.
- 29 (50.5%) had H between 10-19. These staff had an average of 11.9 research active years.
- 11 (19.3%) had H between 20-39. These staff had an average of 16.6 research active years.
- 11 (19.3%) had H of 40 or over. These staff had an average of 28.7 research active years.
- 1 (1.8%) had H of over 60. This staff was research active for 24 years.

<http://sydney.edu.au/medicine/public-health/research/2011-Hindex-report.pdf>

"an h index of 20 after 20 years of scientific activity characterizes a successful scientist"
 "an h index of 40 after 20 years of scientific activity characterizes outstanding scientists likely to be found only at the top universities or major research laboratories"
 "an h index of 60 ... after 20 years ... characterizes truly unique individuals"
 Hirsch JE. An index to quantify and individual's scientific research output. PNAS 2005;102:16569-72

28

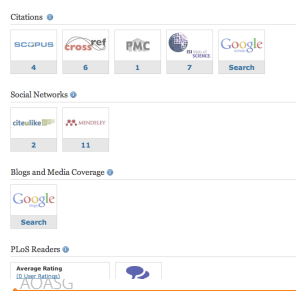
Article level metrics

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PLOS ONE metrics page (1)

30

PLOS ONE metrics view (2)



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Practitioners can apply your findings



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There's a whole world out there

- Start up technology companies
- General Practitioners
- Teachers
- Pharmacists
- Accountants
- Nurses



There was a picture of the 'ivory towers' at Oxford University here

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Higher citation rates



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Does OA increase citations?

- Generally there is a positive effect – many studies:
 - The effect of open access and downloads ('hits') on citation impact: a bibliography of studies" <http://opcit.eprints.org/oacitation-biblio.html>
- But lower quality material gets lost in the soup:
 - The Rich Get Richer and the Poor Get Poorer: The Effect of Open Access on Cites to Science Journals Across the Quality Spectrum – Mark McCabe & Christopher Snyder (23 May 2013) http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2269040

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Your research can influence policy



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2012 National Research Investment Plan

- “Science and research are also essential inputs to government policy development and program evaluation. Governments have an increasing need to systematically and effectively incorporate robust science and research evidence into the policy making process across the full range of government responsibilities”. (p 13)



<http://www.innovation.gov.au/research/Documents/NationalResearchInvestmentPlan.pdf>



More exposure for work



15-year-old develops pancreatic cancer test



<http://www.arj.org/news/community-updates/2779>



Taxpayers get value for money



Why open access?

Commercial STM publisher	Profit in 2010 or early 2011	Percentage
Elsevier	£724m on revenue of £2b	36%
Springer's Science+Business Media	£294m on revenue of £866m	33.9%
John Wiley & Sons	\$106m on revenue of \$253m	42%
Academic division of Informa plc	£47m on revenue of £145m	32.4%

Elsevier's annual reports for the last nine years:

- 2002: £429m profit on £1295m revenue = 33.18%
- 2003: £467m profit on £1383m revenue = 33.82%
- 2004: £460m profit on £1363m revenue = 33.75%
- 2005: £449m profit on £1436m revenue = 31.25%
- 2006: £455m profit on £1523m revenue = 30.57%
- 2007: £477m profit on £1507m revenue = 31.65%
- 2008: £585m profit on £1700m revenue = 34.41%
- 2009: £693m profit on £1985m revenue = 34.91%
- 2010: £724m profit on £2020m revenue = 35.74%
- 2011: £758m profit on £2028m revenue = 37.36%

<http://www.repositorio.unl.pt/investorcentre/reports/202007/pages/Home.aspx>

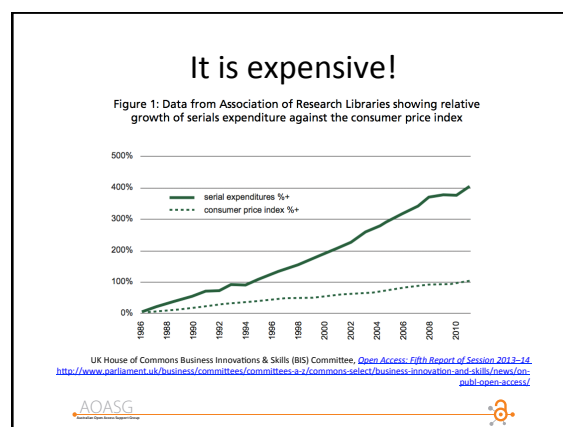


What does Elsevier's profit of 35.74% mean?

What paying for	Amount	Where money goes
Downloading a PDF from a journal	\$37.95	\$13.56 to shareholders
Hybrid open access payment	\$3000	\$1072.20 to shareholders
Library payment for bundle of Elsevier subscriptions	\$1.7 million	\$607,580 to shareholders
Any reason	\$23783	Enough to sponsor US Representative to fund Research Works Act

From: "The obscene profits of commercial scholarly publishers", January 13, 2012
<http://svpow.com/2012/01/13/the-obscene-profits-of-commercial-scholarly-publishers/>





If Harvard can't afford it....

There was a picture of the Guardian story "Harvard University says it can't afford journal publishers' prices" here - <http://www.theguardian.com/science/2012/apr/24/harvard-university-journal-publishers-prices>

Incentives work! (carrot)

- The University of Minho, in the year after combining a financial incentive with the implementation of a mandate policy, experienced a 390% increase in repository use
 - During 2005, a financial supplement of 99,000 euros distributed to departments and research centres as a reward for their commitment in the implementation of the policy (not directly to individual researchers)
 - 42% of the reward = no of self-archived documents till April 2005
 - 33% = no archived between May and August 2005, &
 - 25% = no archived from September to December 2005.
 - FERREIRA, M., BAPTISTA, A. A., RODRIGUES, E. & SARAIVA, R. (2008) Carrots and Sticks: Some ideas on How to Create a Successful Institutional Repository. *D-Lib Magazine*
<http://www.dlib.org/dlib/january08/ferreira/01ferreira.html>

Incentives work! (stick)

- University of Liege, Nov 2008, the library launched its DSpace-based institutional repository ORBi, early 2009 policy said evaluations, appointments, promotions and budget allocations - decisions will take into account only references that are archived in ORBi
 - As at May 2013, ORBi contains more than 94,700 references, of which about 57,800 (61%) have a full text (29,900 of them [52%] with an OA full text), and gets more than 2,400 downloads a day (spiders excluded).
 - <http://initiatives.exlibrisgroup.com/2013/05/a-mandate-for-open-access-university-of.html>

Find your new friends

- What are you doing?
 - Are you using incentives or sticks?
 - What are some things you *could* be doing?
- Brainstorm with your colleagues
 - Decide on two things you can do when you go back to work




Amalgamating repository services with other institutional services

INTEGRATION

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Amalgamating Open Access Services

Compliant with grant rules




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Amalgamating Open Access Services

ARC & NHMRC - OA policies

- ARC (introduced 1 January 2013)
 - All outputs (including books)
 - 2013 grants onward (we will not see OA output for several years)
- NHMRC (introduced 1 July 2012)
 - Journal articles only
 - Any publication after 1 July 2012 regardless of the grant


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Amalgamating Open Access Services

Requirements of ARC & NHMRC policies



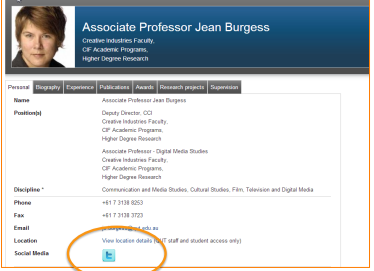
<http://aoasg.org.au>

ARC & NHMRC policy decision tree



<http://aoasg.org.au>

Social media & staff profile pages



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Amalgamating Open Access Services

Sam Clifford @samclifford 21 Aug 12
If you're interested in p/MCMC go here for the eprint. #xian #amsi
eprints.qut.edu.au/43469/
Followed by Ben Kraai and 3 others
Expand

QUT @CreativeIndust 30 Jul 12
The cultural interplay between Indigenous women from different localities [ow.ly/A3VT](#) #QUT eprint
Followed by QAR Conference 2013 and 1 other
Expand

QUT @QUT 23 May 12
Does #LawSchool quash the #idealism of #students and create #cynical #graduates? Today's research ePrint investigates. [ow.ly/5tQS](#)
Expand

Chris De Vries @device_null 27 Apr 12
Who has been downloading my Masters thesis?
eprints.qut.edu.au/Statistics/epr...
Followed by Sarah B and 2 others
Expand

Marcus Foth @sunday9pm 12 Apr 12
RT @QUT Gov 2.0 initiatives mean we know what programs our cities. More in today's ePrint by @sunday9pm @markumoto etal [ow.ly/advU](#)
Followed by Emma Nelms and 13 others

QUT academics tweeting links to their OA pubs in QUT ePrints

Marcus Foth @sunday9pm 12 Apr 12
RT @QUT Gov 2.0 initiatives mean we know what programs our cities. More in today's ePrint by @sunday9pm @markumoto etal [ow.ly/advU](#)

Program your city : designing an urban integrated open data API
[eprints.qut.edu.au/43469](#)
Research: Foth, Marcus, Anderson, Kiley, & Book, David (2012) Program your city : designing an urban integrated open data API. In: Thomson, Helena & Sains, Guy (Eds.) Proceedings of Computer Networks 2012 Conference. Open Network - Promoting Open to Life. Canberra: International Association of Universities and Colleges of Art, Design and Media, 440-445. Available at: [http://www.iaad.ac.uk/](#)
Accessed via QUT ePrints
View full eprint >

April 12th tweet links to open access copy in QUT ePrints

Marcus Foth @sunday9pm 12 Apr 12
RT @QUT Gov 2.0 initiatives mean we know what programs our cities. More in today's ePrint by @sunday9pm @markumoto etal [ow.ly/advU](#)

Program your city : designing an urban integrated open data API
[eprints.qut.edu.au/43469](#)
Research: Foth, Marcus, Anderson, Kiley, & Book, David (2012) Program your city : designing an urban integrated open data API. In: Thomson, Helena & Sains, Guy (Eds.) Proceedings of Computer Networks 2012 Conference. Open Network - Promoting Open to Life. Canberra: International Association of Universities and Colleges of Art, Design and Media, 440-445. Available at: [http://www.iaad.ac.uk/](#)
Accessed via QUT ePrints
View full eprint >

Statistics Overview
Program your city : designing an urban integrated open data API

You can see the impact of the tweet on downloads

Month	Downloads
Mar 2012	0
Apr 2012	127
May 2012	10
Jun 2012	5
Jul 2012	5
Aug 2012	5
Sep 2012	5
Oct 2012	5
Nov 2012	5
Dec 2012	5
Jan 2013	5
Feb 2013	5
Mar 2013	5
Apr 2013	5
May 2013	5
Jun 2013	5
Jul 2013	5
Aug 2013	5
Sep 2013	5

Key Figures

Details	Total Usage	Last 28 Days
Deposited 27 March 2012	394 Downloads (3)	16 Downloads
	3 Referrals to Published Version (3)	

There was a picture of legal books here

REGULATION

Selling the message internally

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Managing up

Lancaster University structure - <http://www.lancaster.ac.uk/vc/images/seniorofficers2.gif>

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What are your policies?



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Australia

- Now a quarter of unis have an OA mandate



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It has been a good OAWk!

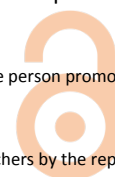


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Mandates alone are not enough

- They must be accompanied with
 - Guidelines
 - Promotion
 - The higher the person promoting the better
 - Advocacy
 - Support
 - Of the researchers by the repository
 - Of the repository by the institution
 - Staffing
 - IT support



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Time to talk!

- What is the policy situation at your institution?
 - Have you been able to leverage this?
- Given your situation who is your target audience at the moment?
 - Is it the executive or the academics?
- What benefits do you think will resonate with
 - The institutional executive
 - The academic population

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There was a picture of
two burly security
guards here

BARRIERS TO REPOSITORY USE

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Barriers to engagement with OA

- Lack of infrastructure
 - No subject-based repository (eg: arXiv, PubMed Central, RePEc, SSRN)
 - No institutional repository
- Infrastructure difficult to use
 - Copyright checking complex (even for me!)
 - Technical issues, eg: converting files to pdf
 - Administration of payment of article processing fees complex
- Lack of incentive
 - No mandate or other policy support for open access
 - No institutional/funding support for article processing fees
- Fear
 - Of plagiarism
 - Of contravening publisher's agreements (& therefore risking further publication)

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Overcoming barriers

- Resistance to taking on additional work due to time pressure
 - Provide mediation (doing it for them)
 - Simplify the deposit process
 - Integrate the repository into other systems

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Overcoming barriers

- Confusion and antagonism about open access (researchers see themselves as the 'meat in the sandwich')
 - A serious underlying problem of a lack of understanding of the scholarly communication process.
 - Many academics (and librarians for that matter) do not have a good grounding
- Refocus
 - From: 'information literacy'
 - To: 'scholarly publishing literacy'

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Consider...

- What processes are there for scholarly publishing literacy education at your institution?
- What are your *own* levels of knowledge in this area? Could you confidently answer questions on:
 - Academic reward system
 - Peer review system
 - Predatory publishers
 - Rejection rates of journals
 - Impact factors (and how they are calculated)

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Tea?

There was a picture that said "Keep Calm and Have a Cup of Tea" here

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"A man who is very busy seldom changes his opinions" – Friedrich Nietzsche

CONTACT POINTS IN THE RESEARCH CYCLE

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Audience

- Who are these people?
 - Academic community
 - University administration (DVCs down)
 - Heads of School
- What are their circumstances?
 - Available time (to take on a new concept)
 - Their awareness
 - Their interest

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Is this a bad time?

- Academics are very busy
 - Teaching (40%)
 - Not rewarded but takes up huge amounts of time
 - Researching & writing papers (40%)
 - The one thing that does count
 - Administration (20%)
 - Resentful about it
- Most people's time breakdown adds up to more than 100%
 - Refereeing
 - Invisible work
 - Editing roles
 - Time consuming, not rewarded
 - Applying for grants
 - Wasted time (only 24% ARC grant applications successful)

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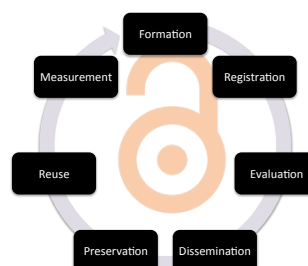
Consider the academic timetable

- Avoid:
 - Just before term starts
 - Exam period
 - Summer holiday (for Computer Science & Engineering)
 - conference season &
 - grant application season

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Lifecycle of scholarly information

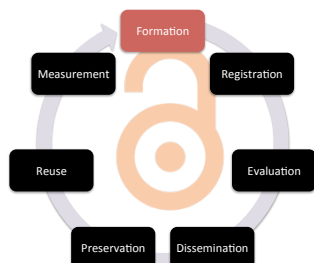


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Get in at the beginning - ethics & grants



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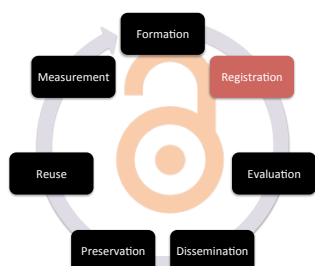
Jump in early

- Get talking to your research management people
 - Send a congratulations email when ARC & NHMRC grants announced (with a reminder)
- Use the ethics process
 - Include in reminder email about research protocols “don't forget to make your work avail”

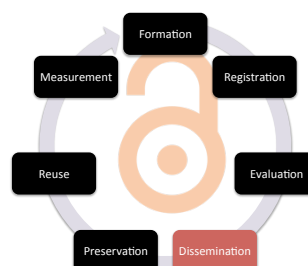
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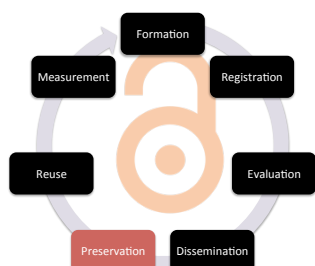
Some disciplines share Submitted Versions



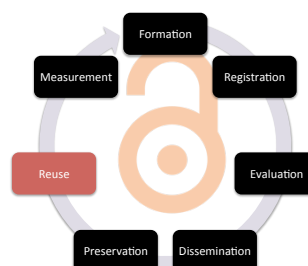
Ideally capture accepted manuscript at time of acceptance



Do you dare go there?



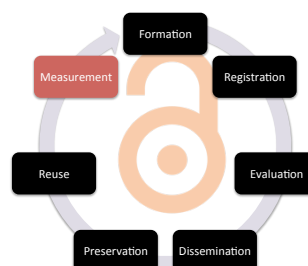
Repositories' main role



Benefits of repositories



- Grey literature - theses, working papers etc
 - otherwise unfindable
 - Difficult to gauge use
- Theses are highly used in repositories
 - The authors are future researchers
 - They are very impressed when you tell them how many times their work has been accessed

Downloads and stats are very valuable





One last chat...

- Given the processes/people/structure within your institution...
 - Who do you need to talk to to get some of these things happening?
 - How difficult will it be to get 'buy in'?
 - What can you do to overcome that resistance?



SALES PITCHES

There was a picture of a chessy salesman here

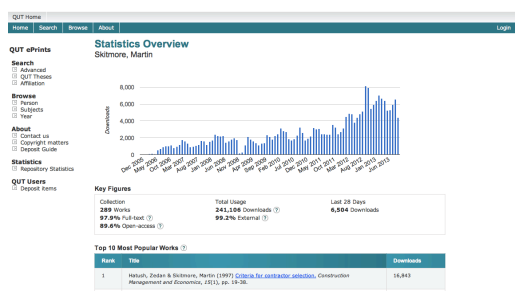



Leverage the stats



- Publish download figures in various ways:
 - Statistics Dashboard concept
 - Popular authors by downloads
 - Geographic Downloads
 - External vs Internal
- Contact authors & congratulate them on their downloads
 - cc Head of School or ADR where the download figure reaches a major milestone
 - send short news item to campus newspaper or news website.

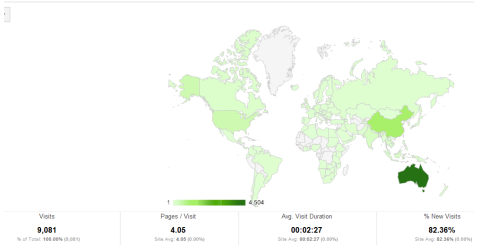
Most downloaded from QUT ePrints





Rank	Title	Downloads
1	Rehuly, Zdenek & Skimone, Martin (1997) <i>Costs, Etc. cost/benefit, adoption, Conservation Management and Economics</i> , 2(1), pp. 19-26.	14,843

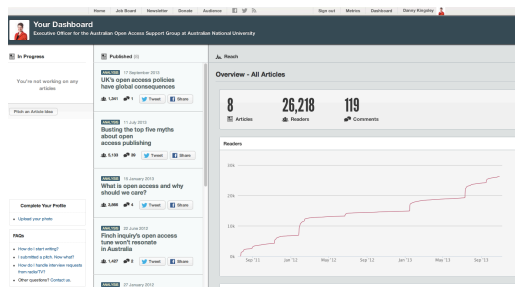
Google Analytics - Digital Collections



Visits	Pages / Visit	Avg. Visit Duration	% New Visits
9,081 <small>% of Total: 148.82% (0.00%)</small>	4.05 <small>Site Avg: 4.58 (0.00%)</small>	00:02:27 <small>Site Avg: 00:02:27 (0.00%)</small>	82.56% <small>Site Avg: 82.56% (0.00%)</small>






The Conversation



Overview - All Articles

Articles	Reactions	Comments
8	26,218	119

There was a picture of a man standing on a soap box talking to people in a park here

COMMUNICATION CHANNELS


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Disseminating ideas

- How are institution-wide ideas communicated in your organisation?
 - Email
 - Social media
 - Flyers
 - News tickers on webpages
 - Public lectures
 - Staff meetings
- Which do you think are effective?

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Target the message

There was a picture of Ronald McDonald here

There was a picture of McDonald's coffee menu here


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Best channels

- Are group discussions successful?
 - Can be disciplinary focused
 - Go to them when they have their regular meeting (morning tea, formal monthly meeting etc)
 - Many concerns are common to others
- One on one is highly effective
 - People who 'get' it become enthusiasts
 - But entirely unscalable


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There was a picture of a cat stalking a bird here

ADVOCACY BY STEALTH


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You know this stuff

- Link repository to staff profile system
- Integrating citation information
- Integrating usage statistics
- Implement compliance via the performance management system
- Linking green OA to open data

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Request a copy

- Allows authors to share research directly with each other
- Publishers often give researchers a link to their pdf that they can send researchers (50x)
 - Updated version of 'offprints'
- But there is no rule that prevents authors from sharing their accepted versions – it used to be by postcard
- You cannot automatically send the requestor a copy of the work – you need to put the requestor in contact with the research
 - A problem if they have left the institution!

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Request copy button

The Semantic Web Revisited
Shadbolt, Nigel R. and Berners-Lee, Tim and Hall, Wendy (2002) *The Semantic Web Revisited*. Intelligent Systems, 21 (3), pp. 96-101. ISSN 1541-1672



PDF - Requires a PDF viewer such as [GView](#), [Xpdf](#) or [Adobe Acrobat Reader](#)
127Kb



[Image \(JPEG\)](#)
302Kb



[Image \(JPEG\)](#)
39Kb



[Image \(JPEG\)](#)
17Kb



Other (Microsoft Excel Spreadsheet - Supporting Data) - Registered users only
14Kb

[Request a copy](#)

Official URL: <http://doi.ieeecomputersociety.org/10.1109/MIS.2006.62>

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No-one wants to go to an empty venue



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Pre-populate



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Where can you get deposits?

- Finding material (full-text) to put into repository – grey literature etc
- Auto ingest of records from service providers



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You already have material

- Look at material in a reporting repository and upload items which can use the pdf

SHERPA
ROMEo

... C
Home

Publis

Publishers allowing the deposition of their published version/PDF in Institutional Repositories
Last Updated: 21 October 2013

<http://www.sherpa.ac.uk/romeo/PDFandIR.html>

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Make it the place to be



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Take home notes

- What your repository offers from a diffusion perspective
- The disciplinary patterns in your institution
- What incentives and promotions you are currently doing
- Your policy situation (and what you need to do about it!)
- Scholarly publishing literacy - how is yours? What about your academic community?
- Ways you can integrate making work available in the repository within your normal university operations

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Questions?

Australian Open Access Support Group

w: <http://aoasg.org.au>

e: eo@aoasg.org.au

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