

Building cultural sensitivity into Primo

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IGeLU 2023 Conference

Summary

Cultural Sensitivity Statements project, and beyond...

Goals – Members – Elements

Themes

1. Overall messaging

2. Web content

3. Record specific indicators

Analytics

Questions?

Cultural Sensitivity Statements project, and beyond...

Aboriginal and Torres Strait Islander Initiatives

- One of several **Aboriginal and Torres Strait Islander Initiatives** projects, including also
 - **Collection Discovery**: Aboriginal and Torres Strait Islander Collections, launched July 2021
 - **Collection audits**: Special, general, and theses
 - **Review of cataloguing processes**, including AIATSIS thesauri and Content advice
 - **Policy and procedures documentation**, including review and creation
- The Cultural Sensitivity Statements project was active August 2022 through March 2023, with summary themes
 1. **Overall messaging** across the Library web presence, by combination of static text and interactive elements on pages such as the Library home page and Library Search (Primo), with link to web content for more information
 2. **New web content**, with link navigation to this from the overall messaging, and development of underlying processes
 3. **Record specific indicators** in Library Search (Primo), such as by Advisory statement on specific identified Alma, eSpace, and AtoM resources

Project members

- **In alphabetical order**, acknowledging the core project team from services across the Library
 - **Adam Ellis**: Resource Management Manager, Resource Management, *Collections & Digital Services*
 - **Jacob Tilse**: Online Content Specialist, Engagement and Communication, *Office of the University Librarian*
 - **Karen Seymour**: Associate Director Information Resources, *Collections & Digital Services (Project Lead)*
 - **Lea de Groot**: Senior Web Developer, Application Development, *Library Technology Service*
 - **Linda Justo**: Senior Librarian Collections, Fryer Library, *Collections & Digital Services*
 - **Mia Strasek-Barker**: Reconciliation Action Plan Manager, *Aboriginal & Torres Strait Islander Services & Collections*
 - **Raelee Lancaster**: Aboriginal & Torres Strait Islander Library Officer, *Aboriginal & Torres Strait Islander Services & Collections*
 - **Stacey van Groll**: Discovery and Access Manager, *Library Technology Service*
 - **Tracey Powell**: Librarian Research Outputs, eSpace, *Learning and Research Services*

Summary elements – go live timelines

Primo – Configuration

- **Details + Search** – 18 October 2022
- **Advanced Search** – 8 November 2022
- **Facet** – 11 November 2022
- **Location Warehouse** – 20 March 2023
- **Location Fryer Library** – 26 April 2023

Primo – Customisation

- **Icon** – 16 February 2023
- **Banner** – 16 February 2023
- **Popup** – 6 March 2023

Library web presence

- **Drupal** – 16 February 2023
- **Mega menu** – 16 February 2023
- **Static text** – 6 March 2023
- **Popup** – 6 March 2023

Extras change log (not all-inclusive)

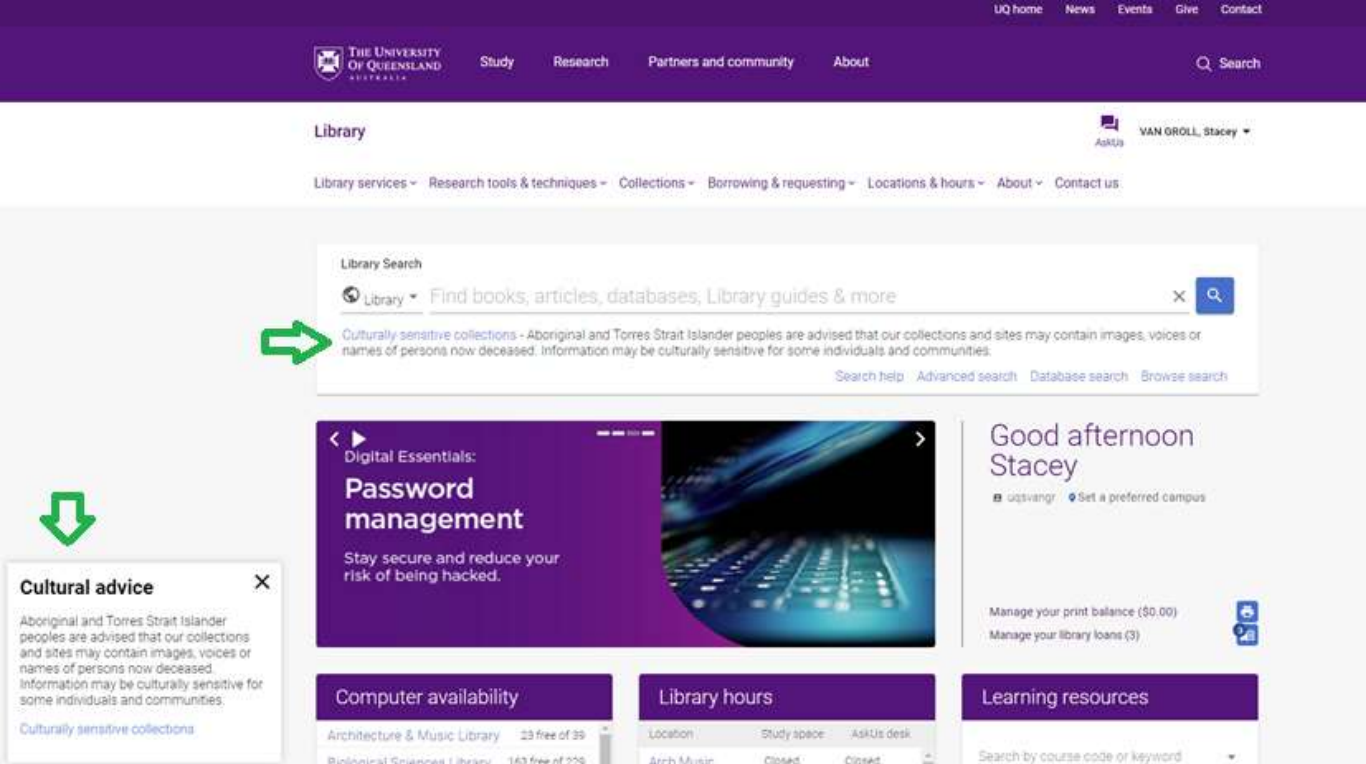
- **Footer** – Shelved 8 February 2023 as request denied by broader UQ
- **Static text** – Changed 6 March 2023 to within the search widgets
- **Popup** – Removed 16 March 2023 from some irrelevant pages
- **Web content** – Updated 16 May 2023 for external content limit
- **Statement** – Changed 15 February 2023 from *people* to *peoples*
- **Legacy statement** – Changed 10 May 2023 from *thesis* to *resource*

1. Overall messaging

Overall messaging

Goal: Overall messaging across the Library web presence, by combination of static text and interactive elements on pages such as the Library home page and Library Search (Primo), with link to web content for more information

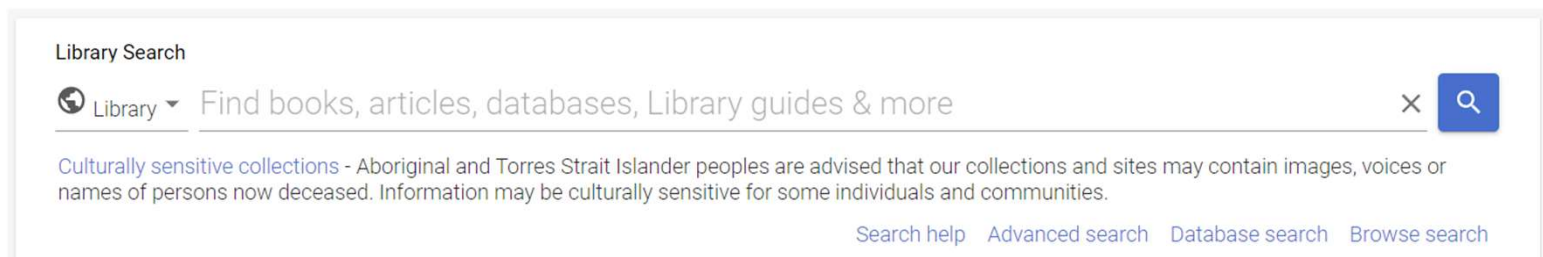
Methods: Static text in search widgets + Interactive popup



The screenshot displays the University of Queensland Library website interface. At the top, a purple navigation bar contains the university logo, menu items (Study, Research, Partners and community, About), and a search icon. Below this, a secondary navigation bar lists library services and contact information. The main content area features a search widget with a dropdown menu set to 'Library' and a search button. A green arrow points to a message below the search bar: 'Culturally sensitive collections - Aboriginal and Torres Strait Islander peoples are advised that our collections and sites may contain images, voices or names of persons now deceased. Information may be culturally sensitive for some individuals and communities.' To the left, a 'Cultural advice' popup window is visible, containing the same message and a link to 'Culturally sensitive collections'. Below the search area, there are several promotional and utility tiles: 'Digital Essentials: Password management', 'Good afternoon Stacey' with user information, 'Computer availability', 'Library hours', and 'Learning resources'. A green arrow points to the 'Cultural advice' popup window.

Overall messaging – Static text

- **Goal:** Placement at the point of likely greatest need, being the entry point to our Library Search (Primo) environment where patrons may encounter resources requiring advisory statements, as well as being visually prominent on our Library home page
- **Placement:** In our local search widgets into Primo, on both the Library home page and our drupal hosted search help page
 - **Library home page:** <https://www.library.uq.edu.au/>
 - **Search help page:** <https://web.library.uq.edu.au/research-tools-techniques/library-search>
- **Challenges:**
 - Original planning had also a static text element to be added in the footer, but this was not approved by UQ per requirement for use of the standard UQ-wide footer. The UQ footer has an existing acknowledgement and link to more UQ-wide content
 - Originally designed to be in a separate box, but changed to add directly within the search widgets, to raise prominence plus also not demote visibility of other important content in pushing it further down the page
- **Limitation:** There are many more entry points into our Library web presence



Overall messaging – Interactive popup

- **Goal:** Covers the use case of appearance regardless of entry point
- **Placement:** Appears on *most* Library pages. Not present when:
 - not able to add reusable custom code
 - not relevant, such as our local expired account warning page
 - would cause annoyance if repetitive, such as our form for *Report a Problem* button in Primo, where we can't control setting a cookie
- Opens after 1 second. If acknowledged by X to close or the link clicked, the popup will not display open again for 365 days. This is by cookie, so clearing cookies will reset
- Links to our web content by opening a new browser tab to our drupal page: *Culturally sensitive collections*
- **Challenges:** Various! Including overlap on small screens / mobile, and conflicting code with our existing local Chat widget



2. Web content

Web content

Goal: New web content, with link navigation to this also from the overall messaging

Methods: Drupal page + Collections mega menu + Email + CRM queue

Collections ▾

[Culturally sensitive collections](#)

[Flag a resource for review or takedown](#)



Cultural advice for resources and sites

- Includes our advisory statement, and more detail

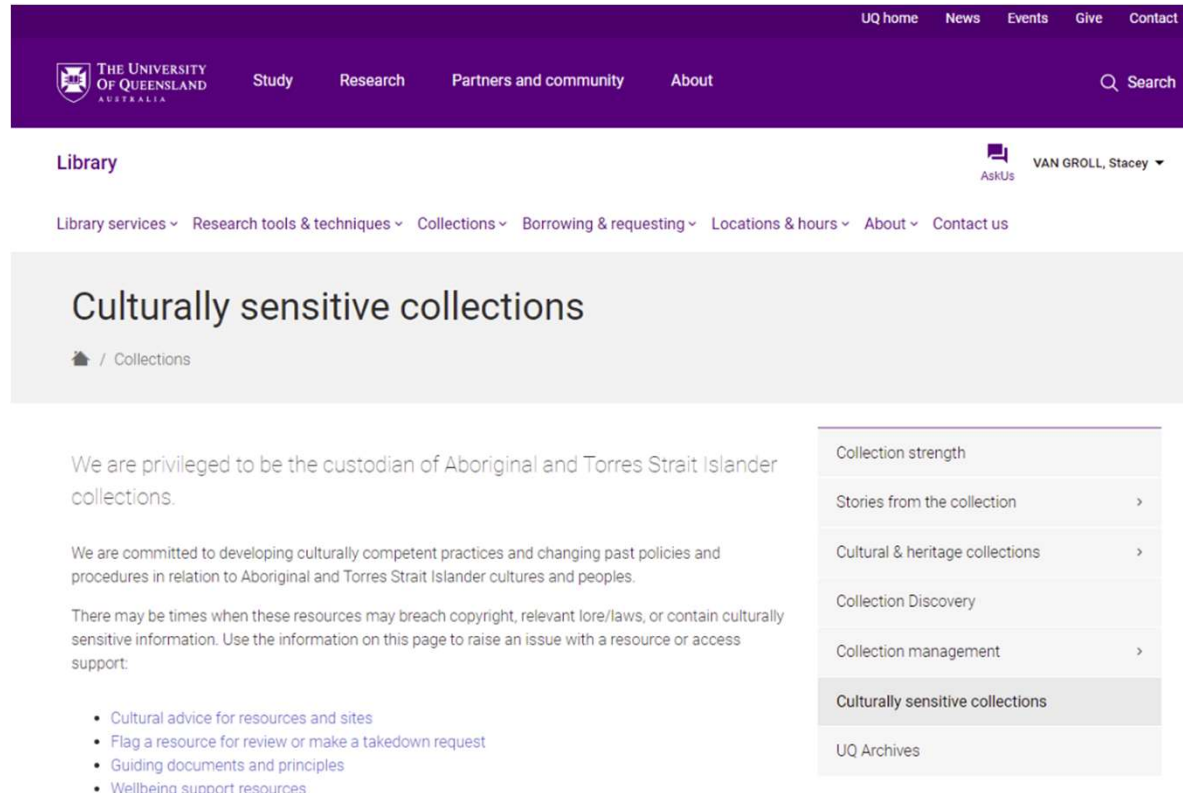
Flag a resource for review or make a takedown request

- Included set up of a new email into a new CRM queue: indigenous-enquiries@library.uq.edu.au

Guiding documents and principles

Wellbeing support resources

Change May 2023: Added statement for external source platform content, in lieu of adding an Advisory statement to all Database records, as outside our control



The screenshot shows the University of Queensland Library website. The top navigation bar includes links for 'UQ home', 'News', 'Events', 'Give', and 'Contact'. Below this is a secondary navigation bar with 'Study', 'Research', 'Partners and community', and 'About'. A search bar is located on the right. The main content area is titled 'Library' and features a 'Library services' mega menu with options like 'Library services', 'Research tools & techniques', 'Collections', 'Borrowing & requesting', 'Locations & hours', 'About', and 'Contact us'. The 'Collections' menu item is highlighted, leading to the 'Culturally sensitive collections' page. The page content includes a heading 'Culturally sensitive collections', a breadcrumb trail 'Home / Collections', and a paragraph stating: 'We are privileged to be the custodian of Aboriginal and Torres Strait Islander collections. We are committed to developing culturally competent practices and changing past policies and procedures in relation to Aboriginal and Torres Strait Islander cultures and peoples. There may be times when these resources may breach copyright, relevant lore/laws, or contain culturally sensitive information. Use the information on this page to raise an issue with a resource or access support.' A list of links is provided: 'Cultural advice for resources and sites', 'Flag a resource for review or make a takedown request', 'Guiding documents and principles', and 'Wellbeing support resources'. On the right side, there is a sidebar menu with items: 'Collection strength', 'Stories from the collection', 'Cultural & heritage collections', 'Collection Discovery', 'Collection management', 'Culturally sensitive collections' (which is highlighted), and 'UQ Archives'.

Cultural Access Conditions and Applications

Goal: Underlying processes supporting front-facing web content information and services

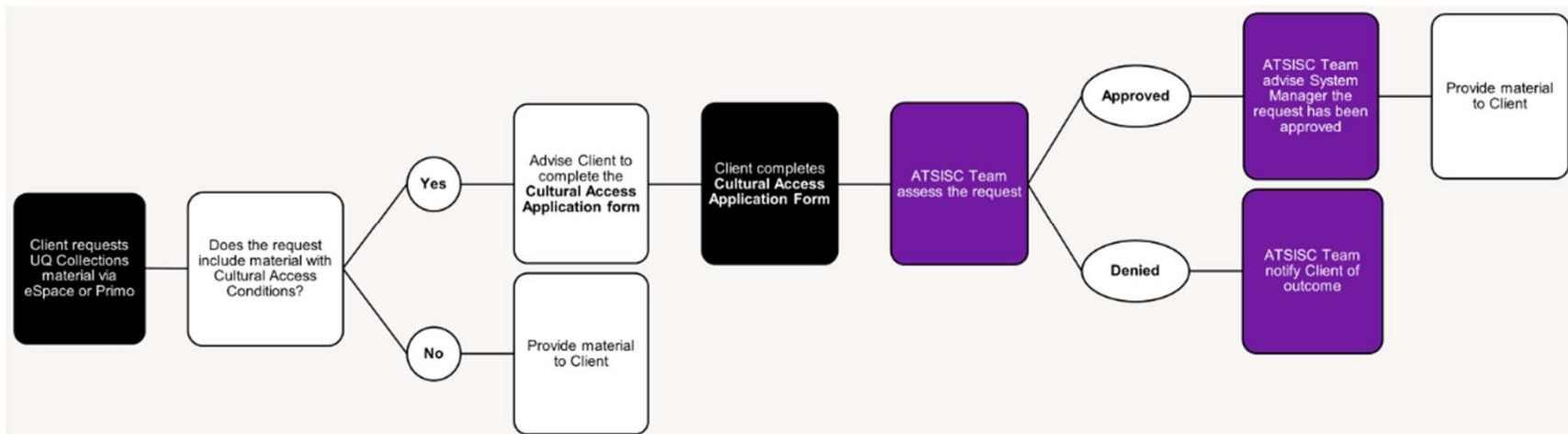
Methods: CAC Application form + Internal documentation + Staff education and training

When a patron engages with the Library, outcomes may include

- Record enrichment with advisory statements
- Physical resources moved to restricted closed stack collections
- Online resources moved to citation only availability
- Approval or denial of request for access

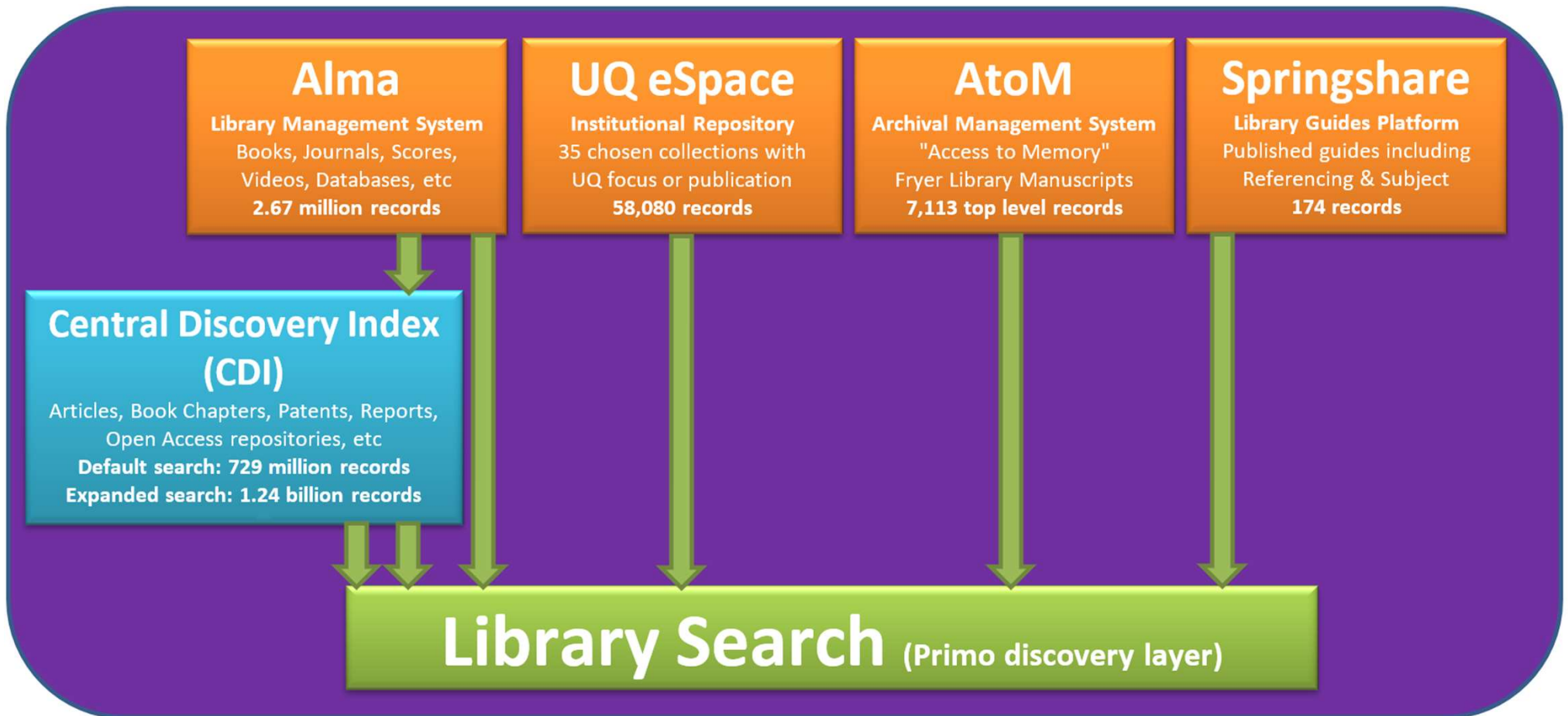
Cultural Access Application

The survey will take approximately 4 minutes to complete. This form is for clients seeking to engage with items in the UQ Library collections which have cultural access conditions in place. To view this material, you will need to provide additional information via this form and seek further cultural access permission from the appropriate person or group authorised to approve or deny your request. The purpose of this form is to protect the cultural integrity of Aboriginal and Torres Strait Islander Collections, while ensuring a culturally safe and collaborative environment. If you require a printable copy of this form, and for all other enquiries, please contact: indigenous-enquiries@library.uq.edu.au



3. Record specific indicators

Record specific indicators – Data sources



Record specific indicators – Scoping

Goal: Record specific indicators in Library Search (Primo), such as by Advisory statement on specific identified Alma, eSpace, and AtoM resources

Methods: Display, search, export, facet, icon, banner + also popup, as well as locations added later as BAU

Scoping for records by source system

- **In-scope**
 - **Alma** (Library Management System)
 - **UQ eSpace** (Institutional Repository)
 - **Fryer Library Manuscripts** (AtoM Archival Management System)
- **Not in-scope**
 - **Library Guides**, as collections of resources rather than specific works
 - **Central Discovery Index** (CDI), as no ability to add data to source system records

Standard terminology

- **Record specific text** (with discretionary variations)
 - *Aboriginal and Torres Strait Islander peoples are warned that this resource may contain images, transcripts or names of Aboriginal and Torres Strait Islander peoples now deceased. It may also contain historically and culturally sensitive words, terms, and descriptions.*
- **Facet, Search, Display:** *Advisory statement*
- **Facet value:** *Cultural advice - Aboriginal and Torres Strait Islander peoples*
- **Icon:** *CULTURAL ADVICE*
- **Location:** *Culturally Sensitive*

Terminology adjustments

people to peoples
thesis to resource

Record specific indicators – Alma data

- **Standard**
 - Add 520 1st Ind 4 \$a *Aboriginal and Torres Strait Islander peoples are warned that this resource may contain images, transcripts or names of Aboriginal and Torres Strait Islander peoples now deceased. It may also contain historically and culturally sensitive words, terms, and descriptions.*
- **Discretionary**
 - Add 520 1st Ind 4 \$a *Aboriginal and Torres Strait Islander [variable text to suit the resource, but aim to be in the spirit, tone, words of the standard statement, and to match aspects like resource format]*
- **Note:** If not already IZ, CZ records are localized, to avoid situations such as CZ collection changes losing already assessed records

245 1 0 \$\$a Wild adventures in Australia and New South Wales, beyond the boundaries : \$\$b with sketches of life at the mining districts.

260 \$\$a London : \$\$b Blackwood, \$\$c 1857.

300 \$\$a 168p : \$\$b ill ; \$\$c 20cm.

500 \$\$a Appendix Rudiments of the Neungir dialect.

520 4 \$\$a Aboriginal and Torres Strait Islander peoples are warned that this resource may contain images, transcripts or names of Aboriginal and Torres Strait Islander peoples now deceased. It may also contain historically and culturally sensitive words, terms, and descriptions.

Record specific indicators – Rules for Alma

Primo Configuration & Developer Customisation

- **Display:** Add an *Advisory statement* field (lds47) with record-specific text to the Details section of the full record display if 520 1st Ind 4 \$a Starts with string = *Aboriginal and Torres Strait Islander OR Aboriginal, Torres Strait Islander*
- **Search:** Add searchable data (lsr47) of the record-specific *Advisory statement* text from the Details section of the full record display, if the *Advisory statement* field (lds47) exists
- **Facet:** Add the record to the *Advisory Statement* facet value count with a Write constant value of *Cultural advice - Aboriginal and Torres Strait Islander peoples*, if there is an *Advisory statement* field (lds47) in the Details section of the full record
- **Addata:** Not specific to this work, but add the 520 \$a \$b \$c to the addata:abstract field if it exists, for additional features such as export to EndNote in the N2
- **Icon:** If the *Advisory statement* facet (lfc04) exists, then add the icon to the brief results and the top section of the full record display
- **Banner:** If the *Advisory statement* facet (lfc04) exists, then add the banner to the top section of the full record display, with the record-specific text of the Details section *Advisory statement* field (lds47)

Display > adds also > **Search + Addata**

Facet > adds also > **Icon + Banner**

Record specific indicators – Icon

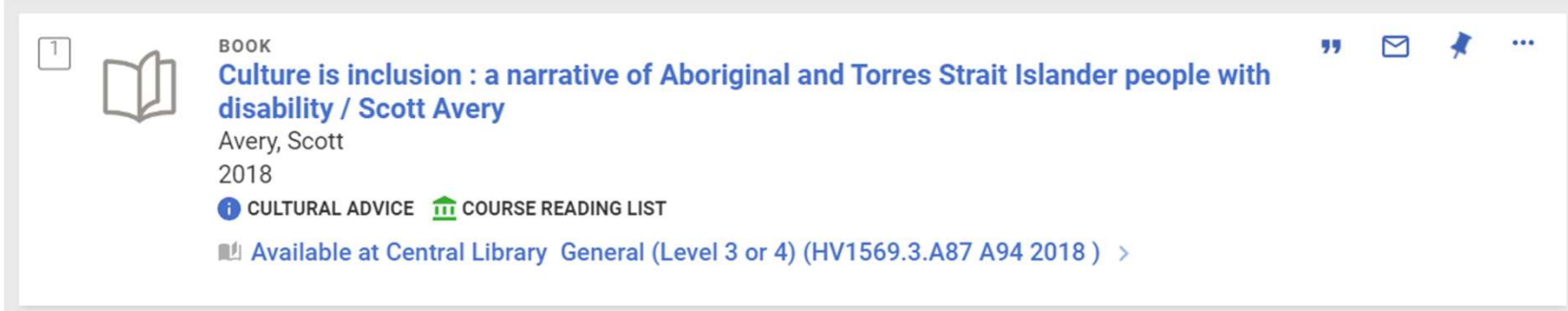
- **Goal:** When patrons view their Library Search (Primo) results, they'll see a Cultural advice icon in some records, as a flag to be informed immediately that the resource contains an Advisory statement
- **Order + Colour:** PEER-REVIEWED - OPEN ACCESS - CULTURAL ADVICE - COURSE READING LIST
- **Challenges with development work:**
 - Multiples displaying at once
 - Not appearing initially in brief results, but appearing after opening the record
 - Not appearing in the full record overlay, but appearing in the full record page
 - **August 2023 Release:** Issue with new FRBR group selected record using the same ID, and only showing the icon in the selected record, rather than in both the selected record at top and the actual record below it

Native legends / by David Unaipon.

Unaipon, David 1872-1967.

1920



 COURSE READING LIST  CULTURAL ADVICE  COURSE READING LIST  CULTURAL ADVICE




BOOK

Culture is inclusion : a narrative of Aboriginal and Torres Strait Islander people with disability / Scott Avery

Avery, Scott
2018

 CULTURAL ADVICE  COURSE READING LIST

 Available at Central Library General (Level 3 or 4) (HV1569.3.A87 A94 2018) >

Record specific indicators – Banner

- **Goal:** If the patron chooses to open the full record, such as to review access options or the detailed resource information, they'll see a banner at the top of the record containing the record specific Advisory statement
- **Challenges with development work**
 - Implementation issue of display also in the brief results, instead of only in the full record display top section
 - **August 2023 Release:** Issue with a code conflict with the banner failing to display. The div was no longer in position at the expected point, so we adjusted our approach to wait for it to appear and then apply our code

THESIS

Into a kingdom of bones : a metrical analysis of the pectoral girdles and innominates of the Broadbeach Australian Aborigines and the New Zealand Polynesians / Ann M. C. Murphy

Murphy, Ann M. C

1989

 CULTURAL ADVICE

 Available at Fryer Library Thesis (by appointment) (THE7368) >

 Access conditions apply >

Aboriginal, Torres Strait Islander and Māori peoples are warned that this resource contains sensitive and potentially triggering information. This includes the detailed written recordings and images of Aboriginal and Māori human remains, the mention of skeletal measuring. In the interest of truth-telling and reconciliation, UQ Library believe this material should not be concealed. Instead, the history of this continent should be acknowledged and recognised by all Australians. Aboriginal, Torres Strait Islander and Māori peoples are asked to exercise caution when interacting with this material.

Record specific indicators – Details

- **Goal:** If the patron chooses to navigate to the Details section, they'll see the record specific Advisory statement field, which replicates the banner text, placed prominently high in the list above the Description
- **Extras:** Inclusion in the Details display also means the data is included in Send To features such as Email and Export to Excel

<p>TOP</p> <p>SEND TO</p> <p>VIEW IT</p> <p>DETAILS </p> <p>COLLECTION</p>	<p>Details</p> <hr/> <p>Title Warana Writers' Week Minjerriba tribute: 'Write for survival' with Ruby Langford and Archie Weller</p> <p>Author Warana Writers' Week (1993 : Brisbane and Stradbroke Island, Qld.) ></p> <p>Other author Langford, Ruby, 1934-2011 > Weller, Archie, 1957- ></p> <p>Advisory statement Aboriginal and Torres Strait Islander peoples are warned that this audio recording may contain voices of Aboriginal and Islander peoples now deceased.</p> <p>Description Founded in the 1960s, Warana Writers' Weekend, later (from 1986) Warana Writers' Week, was held each Spring as part of Brisbane's Warana Festival. It brought together Australian and International authors in themed sessions, panel discussions and readings open to the general public. In 1993, international year of indigenous peoples, the theme of Warana Writers' Week, 'Drawing the lines', reflected changing perceptions of the cultural, social and formal boundaries of writing. The Minjerriba Tribute to Australia's Indigenous writers, held on Minjerriba (North Stradbroke Island) on the final day, celebrated Aboriginal Australian writers by providing opportunities to present their work in their own way. An advocate for cross-cultural collaboration, Minjerriba activist and poet Oodgeroo Noonuccal, who passed away a fortnight before the event, was instrumental in its planning. It was hosted by the North Stradbroke Island Aboriginal and Islander Housing Co-operative, which Oodgeroo helped to establish. Alongside the literary sessions, book launches and workshops were exhibitions of local Indigenous culture and history. Traditional food was shared.</p>
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Challenge: If the record is de-duplicated between (Alma and Alma) or (Alma and eSpace), the advisory statements must be exactly the same, otherwise they will both display per Primo design for local fields



Aboriginal and Torres Strait Islander peoples are warned that this resource may contain images, transcripts or names of Aboriginal and Torres Strait Islander peoples now deceased. It may also contain historically and culturally sensitive words, terms, and descriptions.

Aboriginal and Torres Strait Islander peoples are warned that this resource may contain images transcripts or names of Aboriginal and Torres Strait Islander peoples now deceased. It may also contain historically and culturally sensitive words, terms, and descriptions.

Record specific indicators – RIS Export

- **Goal:** If the patron chooses to export the record to their referencing software such as EndNote, the record specific Advisory statement will be included in the exported information
- **Note:** This is not extra configuration for this project, as standard by 520 \$a \$b for addata:abstract to N2, but the rules were checked to ensure it was covered, with plan to adjust the rules if it wasn't

```
Primo_RIS_Export - 2023-06-25T165356.311.ris - Notepad
File Edit Format View Help
TY - GEN
ID - dedupmrg1782050891
N2 - Aboriginal and Torres Strait Islander peoples are warned that this resource
KW - Organizational behavior
KW - Aboriginal Australians -- Societies, etc
KW - Executive power
KW - Leadership
AU - Appo, Dennis Keith
CY - St. Lucia, Qld.
T1 - The use of power in Aboriginal organisations
DO - 10.14264/uql.2015.716
PB - The University of Queensland, School of Management
Y1 - 2002
N1 - PhD University of Queensland 2002.
N1 - Includes bibliography.
ER -
```

Record specific indicators – Facet

- **Goal:** If the patron would like to avoid seeing records with Advisory statements, they can choose to remove these records from their results by excluding the facet. If they would instead like to narrow their results to these resources, then they can do so by including the facet. The facet selection can be locked in place for subsequent searches in the current session, or in future sessions by saving the search to Favourites. The locked facet query may also be shared by QR Code or Link.
- **Challenge:** The facet can be lost among others with also long values, so it was moved up one position under Library location

Library location ^

- Fryer Library (688)
- Central Library (298)
- Warehouse (282)

[Show more](#)

Advisory statement ^




- Cultural advice - Aboriginal and Torres Strait Islander peoples (4,325)

Collection ^




- Fryer Library Collections (698)
- Aboriginal and Torres Strait Islander languages (695)
- Aboriginal and Torres Strait Islander theses (358)

[Show more](#)

Active filters

-  Cultural advice - Aboriginal and Torres Stra... ✕
-  [Lock all filters](#)
-  [Remove all filters](#)

Active filters

-  Cultural advice - Aboriginal and Torres Stra... ✕
-  [Lock all filters](#)
-  [Remove all filters](#)

Record specific indicators – Locations

- **Goal:** Patrons are additionally advised of highly sensitive materials by the availability statement and in the Get It, by a location name containing *Culturally Sensitive...*
- **Identification and access**
 - When identified by Cultural Assessment as particularly sensitive and requiring Cultural Access Conditions (CACs), physical items are shelved in closed stack requestable locations
 - If a patron chooses to request the item in Library Search (Primo), Library staff are alerted to the need for mediated access by the location, as well as by physical labels and signage, and alert the Library's Reconciliation Action Plan Manager
 - The patron is contacted and asked to fill out a form to advise information such as their purpose in accessing the resource. There may then be further consultation with community groups. The items are sent to the pickup location if the access is approved
 - **BAU:** Looking at workflow streamlining, with potential change Get It request from a hold request to the specialized request form

5



BOOK

Kimberley people : stone age bushmen of today, 1936 / J. R. B. Love ; compiled and published by David M. Welch ; photographers H.R. Balfour ... [et al]

Love, J. R. B (James Robert Beattie), 1889-1947.

2009

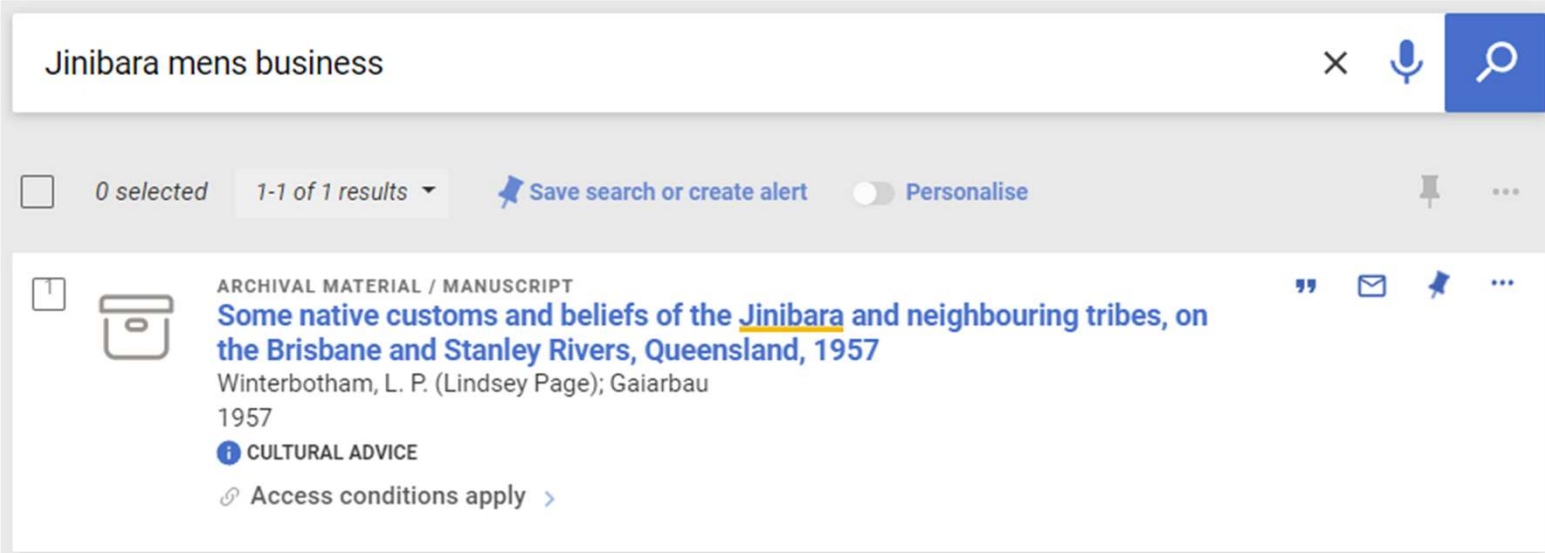
CULTURAL ADVICE

Available at Warehouse Culturally Sensitive Material (GN667.K56 L68 2009) >

” ✉ 📌 ⋮

Record specific indicators – Basic Search

- **Goal:** If the patron wants to find relevant resources which also contain an Advisory statement, they can do a keyword search by words in the Advisory statement, along with search terms specific to their need



The screenshot shows a search interface with the following elements:

- Search Bar:** Contains the text "Jinibara mens business". To the right are icons for a close button (X), a microphone, and a search magnifying glass.
- Results Summary:** Below the search bar, it shows "0 selected", "1-1 of 1 results", a "Save search or create alert" button, and a "Personalise" toggle switch.
- Result Card:**
 - Icon:** A document icon with a tab.
 - Category:** ARCHIVAL MATERIAL / MANUSCRIPT
 - Title:** Some native customs and beliefs of the Jinibara and neighbouring tribes, on the Brisbane and Stanley Rivers, Queensland, 1957
 - Author:** Winterbotham, L. P. (Lindsey Page); Gaiarbau
 - Date:** 1957
 - Advisory:** CULTURAL ADVICE
 - Link:** Access conditions apply >
- Actions:** On the right side of the result card, there are icons for quotation marks, an envelope, a pin, and a three-dot menu.



Record specific indicators – Advanced Search

- **Goal:** If the patron wants to target their results explicitly to words in a specific Advisory statement, they can choose to use the Advanced Search field selector by the record specific text

ADVANCED SEARCH CRITERIA

↳ Advisory statement ▾ exact phrase ▾ **Aboriginal and Torres Strait Islander peoples**
AND ▾ Any field ▾ contains ▾ **Moreton Bay** SEARCH

0 selected 1-25 of 25 results ▾ [Save search or create alert](#) 📌 ...

 **THESIS**
A history of sport in the Moreton Bay District, 1842-1872 / by Robert Peter Dudley
Dudley, Robert Peter
1989
CULTURAL ADVICE
Available at Fryer Library Thesis (by appointment) (THE6756) >
[Available online](#)  >

Analytics

Analytics – Measuring value?

Goal: Ability to see engagement, while knowing that the value of such initiatives is measured in more than just numbers

Methods: Google Analytics + Primo Analytics + Library Search record counts + CRM system data

Measure	Measured by
Search box static text - click on link to drupal page	Google Analytics
Interactive popup - open and close actions	Google Analytics
Interactive popup - click on link to drupal page	Google Analytics
Page views on drupal page	Google Analytics
Drupal page - click on links	Google Analytics
Emails to indigenous-enquiries@library.uq.edu.au	CRM
Use of the Advisory statement facet	Primo Analytics
Use of the Advisory statement facet with search query strings	Google Analytics
AtoM records included in the Advisory statement facet	Library Search
Alma records included in the Advisory statement facet	Library Search
eSpace records included in the Advisory statement facet	Library Search

Analytics – Source records

Cultural Advice

- **Alma**
 - 242 in March > **1,143** in August
- **UQ eSpace**
 - 3,334 in March > **3,476** in August
- **AtoM**
 - 3 in March > **10** in August

Australian Languages - Austlang

- **Alma**
 - 594 records > **326** languages
- **UQ eSpace**
 - 593 records > **116** languages
- **AtoM**
 - 23 records > **40** languages

Analytics – Popup + Link engagement

Library Search

Library Find books, articles, databases, Library guides

[Culturally sensitive collections](#) - Aboriginal and Torres Strait Islander peoples are advised that our collections and sites may contain images, voices or names of persons now deceased. Information may be culturally sensitive for some individuals and communities.

2023	Click widget link
Month	Home page + drupal
Mar	85
Apr	86
May	76
Jun	93
Jul	45
Aug	87
Total	472

× 

contain images, voices or

abase search Browse search

Cultural advice

→

2023	Open popup	
Month	Library Search	other Library
Mar	257	487
Apr	297	342
May	340	292
Jun	144	255
Jul	94	258
Aug	227	336
Total	3,329	

Cultural advice ×

Aboriginal and Torres Strait Islander peoples are advised that our collections and sites may contain images, voices or names of persons now deceased. Information may be culturally sensitive for some individuals and communities.

[Culturally sensitive collections](#)

→

2023	Click popup link	
Month	Library Search	other Library
Mar	27	109
Apr	32	95
May	32	88
Jun	25	113
Jul	20	159
Aug	23	171
Total	894	

Summary

Cultural Sensitivity Statements project, and beyond...

Goals – Members – Elements

Themes

1. Overall messaging

2. Web content

3. Record specific indicators

Analytics

Questions?

Contact

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Discovery and Access Manager

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CRICOS 00025B