Part 1. Formal items

1. Minutes from the previous meeting – Monday 14 June 2016

Draft minutes not available yet.

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2. Matters arising

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3. Attendance and apologies – see above
Part 2. Reports and policy matters

4. Report from the chair

Roxanne noted that:

- This year’s administrative survey conducted by the Service Improvement Group and Planning and Performance Measurement is online and includes comparison with 2013, 2014 and 2015 results – Satisfaction with service divisions was very high for Legal Office (number 1 at 3.9) and Library (SIS number 2 at 3.81). Top 10 ranked services included one of our services Special collections, reserves. A great recognition of the work of all staff in the division

- Achievements first semester include:
  o Print resources borrowed - 97,554 (-14.9% compared to 2015)
  o Use of e-resources – 2,800,105 (increase 36.75% compared to last year)
  o Average search of Supersearch per day 6,132 (increase of 27.37%)
  o Reference enquiries – 26,011 (decrease of 2.17%)
  o Number of visitors to library buildings – 688,393 (increase of 1.2%)
  o Archive enquiries - 421
  o ERMS – new folders 2,617, no records created 141,874, use of records 321,312
  o ANU Press 24 titles published (increase of 20%)
  o Use of ANU Press titles – 411,368 (some data collection issues because of the new website)
  o Digital collection size 82,483 (increase 5666% with ARIES records the main contributor)
  o Use of Digital collection – 889,193 (growth 420%)
  o Research and information skills face to face attendees 6,117, Pulse users 249, How to guides 18,115

- In terms of SIS/Library planning the results of the administrative survey, LibQual+ survey, input from staff and information on changing trends will be very useful inputs.

- Noted next all staff meeting for the division will be held on 11 August

- Digitisation project officers to start in late August with a workshop to kick off the project involving staff across the library.

5. Work Health and Safety

Heather Jenks, the SIS representative on the ANU WHS Policy Committee, reported that the committee was meeting shortly and asked for input. She also asked all members to ensure that any WHS issues are referred to this committee as it is the divisions WHS committee. There have been some issues at Hume and WEG has been out to inspect.
The compactus appears to not have been correctly installed and the collection areas are very cold. When the report from WEG is received actions will be implemented.

6. Reports from work areas

6.1. Digital Repository

Katy is acting as manager of the area working closely with academics regarding new resources added to the repository, and with ITS about system developments.

6.2. ANU Press

Emily reported on the significant number of titles published so far this year – 33 including 26 ANU Press, 5 eView and 2 eTextbook. The review of ANU Press (report expected within a month), and implementation of distribution through NewSouth books has been successful. The Publications subsidy is open note. The eTextbook grant scheme is now open all year round.

6.3. Archives and records

Maggie is on leave and Sarah is acting as University Archivist. Records and providing support services to areas that have not yet worked extensively with the ERMS.

6.4. Library branches

6.4.1. Chifley Library

Vanessa Galloway is acting in the role of User Services Coordinator during Alisha’s absence, and Vanessa’s role as User Services Officer (Reserve) will be backfilled as soon as possible.

The introduction of the new fines on 18th July has resulted in a sharp increase of Fine Appeals, with 31 appeals received at Chifley in the 3 weeks since introduction. Average number of appeals prior to new fines was about 10/month.

Broderick Proeger has taken on Alisha’s previous role as Chief Fire Warden, and is planning to organise a fire drill for later in the year.

Georgia Costello will be doing the two days of the Chifley Information Services Coordinator’s position starting this coming Thursday 11 August for 5 months.

Tracey Cunningham has produced a display in conjunction with the ANU’s 70th anniversary that includes: photographs sourced from the Open Research collections, items from the rare book collection including the smallest and largest items in the collection, the first PhD thesis awarded in 1953, the oldest item in the collection from 1411, the very first title and the most recent title published by ANU Press, early Woroni and ANU Reporters from the Archives. Special thanks go to
Sarah Lethbridge, Nic Welbourn and Wan Chitravas for their assistance in the production of this display.

6.4.2. Art & Music Library

Services are continuing. The MFD has not been working since the beginning of the semester.

6.4.3. Chifley Library

Vanessa Galloway is acting in the role of User Services Coordinator during Alisha’s absence, and Vanessa’s role as User Services Officer (Reserve) will be backfilled as soon as possible.

6.4.4. Hancock Library

There have been plumbers working in the basement on various issues. A staff meeting occurred where library planning and union court were the major issues. Erin is on leave, taking up her Royal Society of Chemistry trip and a holiday. Subscription renewals are well in hand. The mfds have been failing causing considerable inconvenience to students.

6.4.5. Law Library and Document Supply

Joanna is on leave, Leanne has moved to Menzies Library, Stephanie will be moving to the Digitisation project for 6 months, Anne Newton has joined and Katy is seconded to the repository.

6.4.6. Menzies Library

Quite a few staff are on leave and the student ambassadors are being used for support. The protocol for taking rare books and these out of Menzies Library has been reviewed and renewed. New sign has been developed by library communications. Fine tuning the signage with Nic.

6.4.7. ILP

Lots of work on the new online module – publish and perish. Programed sessions in place for 2016 and being delivered.

6.5. Library Communications

Library website update

The following Library website sections have been updated:

> Document Supply Services
> Borrowing
> Services

> Off-campus borrowing

Library intranet

> A new Library intranet is underway and should go live in August.

LibGuides

> Newly designed template being created with LibGuides software

Exhibitions

> 70 years of The Australian National University and the ANUSA History Project exhibition is open at Menzies as part of the ANU 70th anniversary.

Chifley signage

> The main wayfinder sign in the foyer of Chifley is being amended.

Library infoscreens

> A new infoscreen management system is being built and should be online by the end of August.

6.6. ANDS

New agreement in place. Staffing transfers have suffered delay.

6.7. Report from Heather Jenks

The LibQual+ survey is underway now. 919 activated surveys, 433 completed, 385 valid responses. Participation was extended to 10 August. The collations of library use/enquiries from regular library statistics will occur using data from 9, 11, 13, 23, 25 and 27 August. Snapshots of questions and the number of users in the library will be collected during that period. A “One button: studio will be installed in Chifley Library to allow academics and staff to record presentations. 27 very overdue books have been followed up with 26 returned in the last week.

7. Reports from service areas

7.1. TLCSS

Judy on leave, Marie acting in the position. Thanks to Belinda and Rob for the work they are doing to assist with keeping the MFDs operational where possible.

7.2. HR

No report.
7.3. Finance

Thanks to Marko for all his work on the mid year budget review and 2017 budget.

Part 3. Next meeting and action items

The next meeting is scheduled for Monday 10th October 2pm.
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