



Minutes

Library Advisory Committee

MEETING NO.	2021 – Meeting 3
DATE / TIME	22/11/2021 - 3:00pm
VENUE	Graneek Room, Chifley Library and Zoom
ATTENDING	Chair: Prof Paul Pickering, ANU College of Arts & Social Sciences Associate Professor Keturah Whitford, ANU College of Business & Economics Roxanne Missingham, University Librarian Madhumitha Janagaraja, ANU Student Association (ANUSA) Dr Lexing Xie, ANU College of Engineering & Computer Science Dr Darryn Jensen, ANU College of Law Dr Rosalie Aroni, Medical School, ANU College of Health & Medicine Margaret Prescott, Secretary
APOLOGIES	Dr Carol Hayes, ANU College of Asia & the Pacific Eve Walker, ANU Postgraduate and Research Students' Association (PARSA)
OBSERVERS	Heather Jenks, Associate Director Library Services Kathryn Dan, University Archivist Katie Ferguson, Senior Manager Tom Foley, Senior Manager Client Services

Part 1 Procedural items

1. Apologies and announcements

Ms Missingham welcomed the committee members and welcoming Dr Rosalie Aroni, to her first meeting as representative for the Medical School, ANU College of Health & Medicine. The terms of Madhumitha Janagaraja, ANU Student Association (ANUSA) and Eve Walker, ANU Postgraduate and Research Students' Association (PARSA) are completed in December and they were thanks for their work as members on the committee ably representing students.

2. Committee Chair

Professor Pickering advised that as he had retired from the University he would be standing down from membership of the Library Advisory Committee in 2022. The position of Chair of the Committee was therefore vacant.

Prof Pickering nominated Associate Professor Keturah Whitford for the position. She accepted the nomination and was elected Chair of the Library Advisory Committee.

Resolution	Prof Whitford appointed Chair of the Library Advisory Committee.
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3. Minutes

The Minutes of the meeting of Monday 28 June 2021 were approved with no corrections.

Resolution	Minutes agreed
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3. Matters arising

Action ID	Description	Responsibility	Status	Notes
#1	Explore opportunities for engagement with CLT including training of educators and items in the CLT Newsletter	Roxanne Missingham & Heather Jenks & input from Kathryn Dan if required	Ongoing	There have been two features in the CLT newsletter. A CLT staff member has also been a guest speaker at the Group of Eight Librarians focus group on spaces and learning.
#2	Explore promotion of HEA program within SIS	Assoc Prof Carol Hayes	Ongoing	Promoted through newsletter and

				senior staff meeting
#3	Approval for Law Library trial of 24x7 opening for semester 2 2021	Roxanne Missingham & Heather Jenks	Completed	Commenced Sem. 2 - 26 July 2021
#4	Approved Library exploring extended hours for semester 2 2021: <ul style="list-style-type: none"> • Art & Music Library one night a week • Menzies Library either one evening and Saturday afternoon or two evenings a week depending of further feedback from surveys and CAP consultation 	Heather Jenks	Completed	A&M - open Tues evening Menzies - open Wed evening and Sat 1 - 7pm
#5	Investigate with F&S potential for improvements in lighting in the shelving area in the Menzies Library.	Heather Jenks	Ongoing	Has been raised with F&S
#6	Explore the issue of access to material in languages other than English through discovery systems with colleagues in IARU libraries	Roxanne Missingham	In 2022 plan	Library systems upgrade will provide an opportunity to improve access to non-English language material
#7	Provide advice to LAC members for sharing with academic colleagues information on library support for events such as conferences and VIP visits including tours of the	Roxanne Missingham	In progress	

	collection and exhibitions of collection material			
#8	Continue to advocate for a purpose built storage solution for library and archive collections and new library as a critical part of the Capital plan for the university	Roxanne Missingham and LAC members	Ongoing	Prof Pickering and Roxanne met with Advancement and discussions continue and arranging tours of Underhill for interested parties
#9	Investigate opportunities to promote collection through having academics talk about the collection item/s that is/are most significant to them	Roxanne Missingham	Deferred to 2022	COVID-19 affected the availability of staff to commence this project
#10	Digitisation plan for 2022 – include student representative	Roxanne Missingham	Proposal in development	From previous meeting
#11	Next meeting – October/November	Margaret Prescott	Complete	

Noted that the ACT Lockdown had resulted in the delay of some action items.

Part 2. Reports

2.1. COVID-19 response

The University Librarian reported on the three major initiatives during the change to ANU because of the pandemic. The most high valued and visible was the ANU Library Click & Collect which had first been developed in 2020 and was expanded and refined in 2021. The second initiative was the expansion of online research and research services (both library and archive) to meet the needs of academics and students wherever they were. The third was the transformation of the delivery of training and support services to develop academics skills and digital capabilities.

Members of the committee noted the difficulties faced by students and academics during 2020 and 2021 through the period of COVID-19 changes to the operation of the university and the world. The development of new services and extension of services to increase digital delivery was of great benefit to the community

Resolution	That staff of the Division be thanked for their work during the pandemic
Action #1	University Librarian to pass on to staff in SIS the Committee's appreciation for their work during the pandemic.

2.2. Client feedback including Insync report 2021

Heather Jenks, Associate Director, Libraries reported on the results of the survey, noting that the university has used the Insync tool for more than 20 years. She noted that feedback was also obtained from:

- Quarterly meetings with ANUSA and PARSA
- International Student Barometer and Student Barometer
- Emails providing feedback about the Library service, whether sent to the Vice Chancellor or Library staff
- Feedback given to staff providing services to clients
- Online feedback through social media – including Library sites, student association sites and Schmidtposting.

A small number of responses (378) had been received. It is likely COVID-19 interruptions were a factor in the response rate. The last survey had led to changes:

- Library hours were increased - the WK Hancock and Law libraries became 24 x 7
- Training and support material were improved with a new range of LibGuides and videos
- A significant investment was made in additional copies of material, particularly digital copies, to support teaching
- Remote access was improved.

The top 4 performance list contains six factors from the top 10 importance list:

- Library staff provide accurate answers to my enquiries
- I can get wireless access in the Library when I need to
- When I am away from campus I can access the Library resources and services I need
- Access to Library information resources has helped me to be successful at university

The top four areas for improvement were:

- Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs.
Action: Continue to replace material lost in the JB Chifley Library due to the 2018 flood. Improve findability through improvements to metadata.
- Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs.
Actions: Improve discovery through replacing Supersearch, the LMS and other systems. Implement a reading list system (Leganto) to enable improved access to online resources for teaching.
- The Library search facility enables me to find relevant library resources quickly.
Actions: Replace Supersearch and the online public access Interface to the catalogue

and Implement a mobile friendly search system. Improve clients skills through a revised training and support program including LibChat, LibAnswers and LibCal to make searching for resources easier.

- The items I'm looking for on the library shelves are usually there.
Actions: Identify areas where material is not held in sufficient copies, has been misshelved, lost or the signage is inadequate. Improve collection signage so clients can locate material easily. Replace lost material. Conduct shelf reading in areas where misshelving has occurred. Continue to acquire digital copies of material in high demand to ensure all students have access to copies.

Assoc Prof Whitford noted that it was disappointed to see we are in the bottom 25% of satisfaction in the benchmarking. The committee discussed the factors that result in variations in survey results in this area. Madhumitha Janagaraja raised the issue of students reading library messages and thinking that staff are unavailable and that there is a limit to the access available to libraries.

Noted that future assessments could have more modern tools to obtain feedback, such as that used for School of medicine students.

Resolution	The report was noted including actions.
Resolution	Ensure messaging to students is clearer.
Action #2	The Library to review messaging to students to ensure that availability of support and library access is clearer.

2.3. Library collection

- 2021 has seen extensive collection building due to the strong budget allocated by the university (approximately \$12 million per annum for library collection purchasing) and flood replacement purchasing.
- Significant new collections purchased for clients were listed.
- A new type of agreement has been negotiated for 6 publishers - read & Publish licences. These enable those in the university to access and read the titles and also to publish some articles with open access without paying for Article Processing Fees. There are a very wide range of models and the Library will be communicating extensively with academics in early 2021 to explain these, together with information on Green, Gold and Diamond OA and predatory publishing. Feedback was sought from the committee on the best approaches to communication with the ANU community.
- Dr Lexing Xie raised the issue of whether ACM titles were available under a Read & Publish agreement. Katie Ferguson, Senior Collection and Access Manager advised that the price from ACM was unaffordable and that a briefing would be provided.
- Dr Rosalie Aroni asked whether the Library was considering a Read & Publish agreement with Sage. Katie Ferguson, Senior Collection and Access Manager advised that Sage did not offer a Read & Publish agreement and would provide a briefing.
- BMJ was discussed noting that they had proposed what would be a 416% increase in cost per download of titles in the BMJ collection over 2017-2022 and this was not affordable.
- The committee discussed the issue of the pressure to publish on academics and HDR students. The importance of publications in promotion and stranglehold of publishers is of serious concern. The need for a scholarly commons for social science and humanities was noted.

Resolution	The report was noted including actions.
Resolution	Briefing on ACM to be provided
Action #3	The Library to provide a briefing on ACM and Read & Public licencing.
Resolution	Briefing on Sage to be provided
Action #4	The Library to provide a briefing on Sage and Read & Public licencing.

2.4. Flood collection replacement project report

- The committee noted that Library had purchased much of the material lost in the flood and had also purchased additional material to support research in areas affected by the collection loss. More than 9 million items have been acquired so far.
- On the anniversary of the flood (25 February) the Library will organise an event and extensive information on the rebuilding of level 1 and also the rebuilding of the collection

Resolution	Noted.
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2.5. Scholarly Information Services report against business plan and mapping of activities to new ANU strategic plan

The University Librarian highlighted the coming review of services supporting academic capabilities and digital literacy, digital impact (press and repository) and that much of the face to face use had been affected by the pandemic.

Resolution	Noted.
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Action #	
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2.6. Library report

Heather Jenks highlighted that all libraries except Art & Music are open, with Hancock, Law and Chifley 24 x 7. In the first 3.5 days of opening after the lockdown 3.5 days of reopening 8,036 visitors attending the libraries.

Dr Jensen noted that the Library had committed to review the 24 x 7 opening of the Law Library. Ms Jenks noted that the review would be completed in late 2021 and provided to the first meeting of the committee in 2022.

Resolution	The report was noted.
Resolution	Report on 24x7 opening of the Law Library to be completed

Action #5	The Library to provide a paper to the next meeting of the committee.
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2.7. Digitisation & Archives report

Kathryn Dan, University Archivist highlighted that around 20 scholars had visited the Reading room since reopening after lockdown. Work is being undertaken to prepare for 2022. Collections In process of acquisition include those of AMP and the Airline Stewards Association. There is an urgent need for space for these collections, records and the ex-CAP map collection. The Annual lecture was online and highly successful - the topic was the pneumonic pandemic.

Prof Pickering noted feedback from Eric Fry prizes applicants. Many have very interesting topics that will use deep resources from the Butlin collection.

Assoc Prof Keturah noted the very significant increase in FOI requests and asked about the implications staffing. Ms Dan noted that recruiting specialist FOI staff is very difficult. Two unsuccessful rounds of advertising the position have led to an increased workload for other staff. A new person starts on 29 November

Resolution	Noted
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2.8. Other Business:

- Closing remarks - Prof Pickering noted that it had been a pleasure to have served as Chair.

Part 3 Next meeting and action items

The next meeting to be scheduled for 2022 TBA.

New, ongoing and completed action items are identified in the tables below for review and comment at the next meeting.



3.1 New and ongoing action items

Ongoing

Action ID	Description	Responsibility	Status	Notes
Meeting 2/2021				
#1	Approval for Law Library trial of 24x7 opening for semester 2 2021	Roxanne Missingham & Heather Jenks	Ongoing	Report due for meeting 1 2022
#2	Exploring 24/7 trial in Art & Music for academics and HDRs in 2022	Roxanne Missingham		
#3	Explore the issue of access to material in languages other than English through discovery systems with colleagues in IARU libraries	Roxanne Missingham	In 2022 plan	Library systems upgrade will provide an opportunity to improve access to non-English language material
#4	Provide advice to LAC members for sharing with academic colleagues information on library support for events such as conferences and VIP visits including tours of the collection and exhibitions of collection material	Roxanne Missingham	In process	Delayed due to pandemic

#5	Continue to advocate for a purpose built storage solution for library and archive collections and new library as a critical part of the Capital plan for the university	Roxanne Missingham and LAC members	Ongoing	Prof Pickering and Roxanne met with Advancement and discussions continue and arranging tours of Underhill for interested parties
#6	Investigate opportunities to promote collection through having academics talk about the collection item/s that is/are most significant to them	Roxanne Missingham	Deferred to 2022	COVID-19 affected the availability of staff to commence this project
#7	Digitisation plan for 2022 – include student representative	Roxanne Missingham	Proposal in development	
Meeting 2/2021 #1	University Librarian to pass on to staff in SIS the Committee's appreciation for their work during the pandemic	Roxanne Missingham		
#2	The Library to review messaging to students to ensure that availability of support and library access is clearer	Roxanne Missingham		
#3	The Library to provide a briefing on ACM and Read & Public licencing.	Library		
#4	The Library to provide a briefing on Sage and Read & Public licencing.	Library		

#5	The Library to provide a paper to the next meeting of the committee on Law Library 24x7	Library		
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3.2 Completed action items

Action ID	Description	Responsibility	Status	Notes